NEW THIS ISSUE: INFORMATION APPLIANCE COLUMN

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April 24, 1998 • #178
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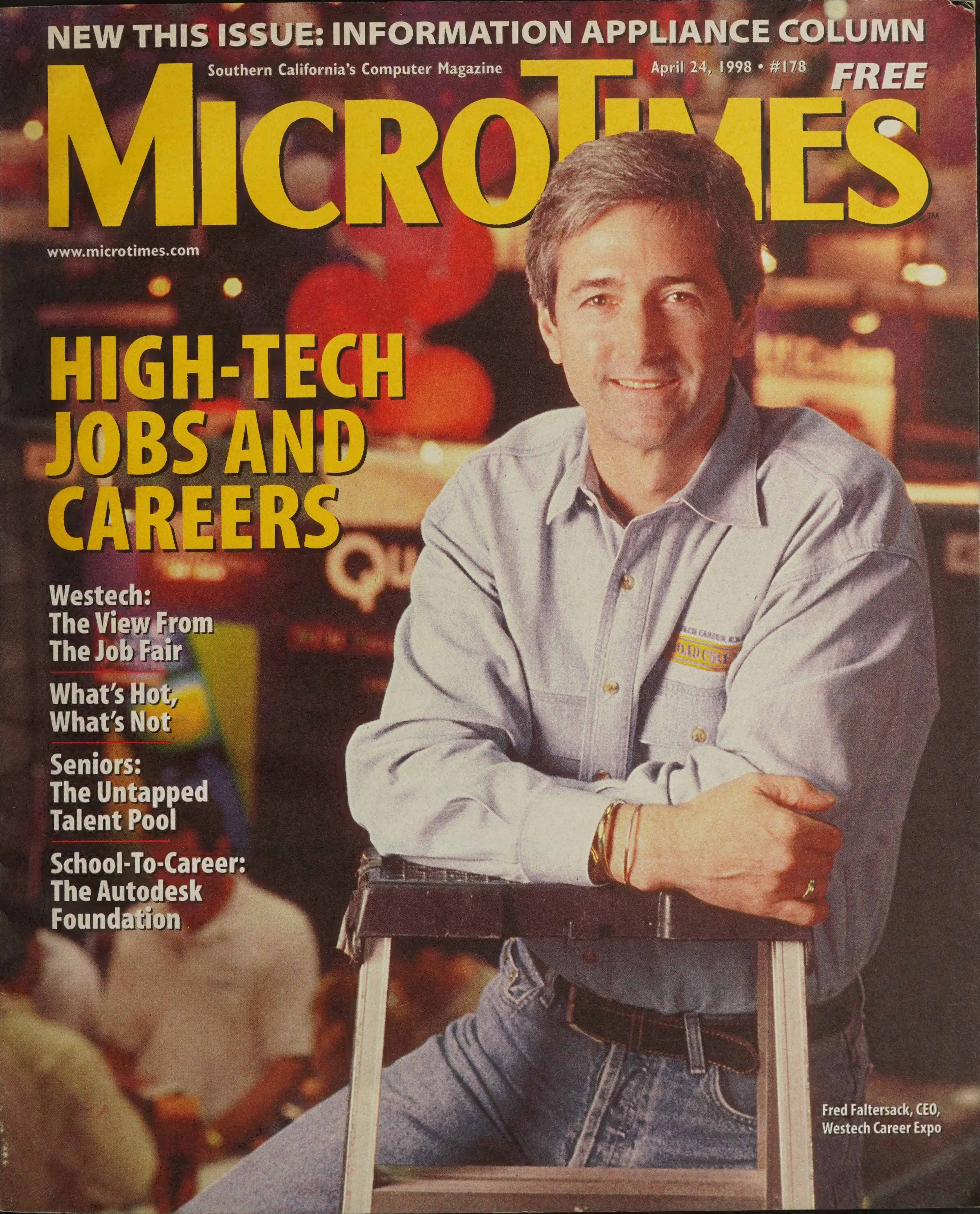


HIGH-TECH JOBS AND CAREERS

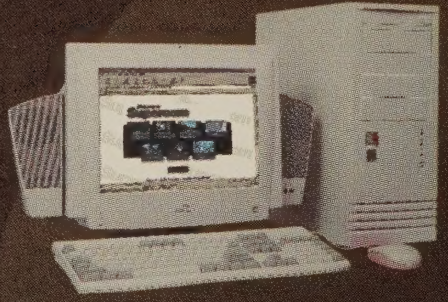
Westech: The View From The Job Fair

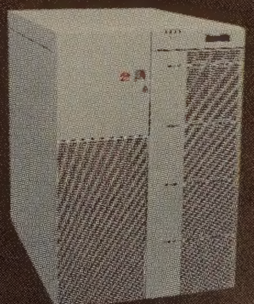
What's Hot, What's Not

Seniors: The Untapped Talent Pool

School-To-Career: The Autodesk Foundation

Fred Faltersack, CEO, Westech Career Expo





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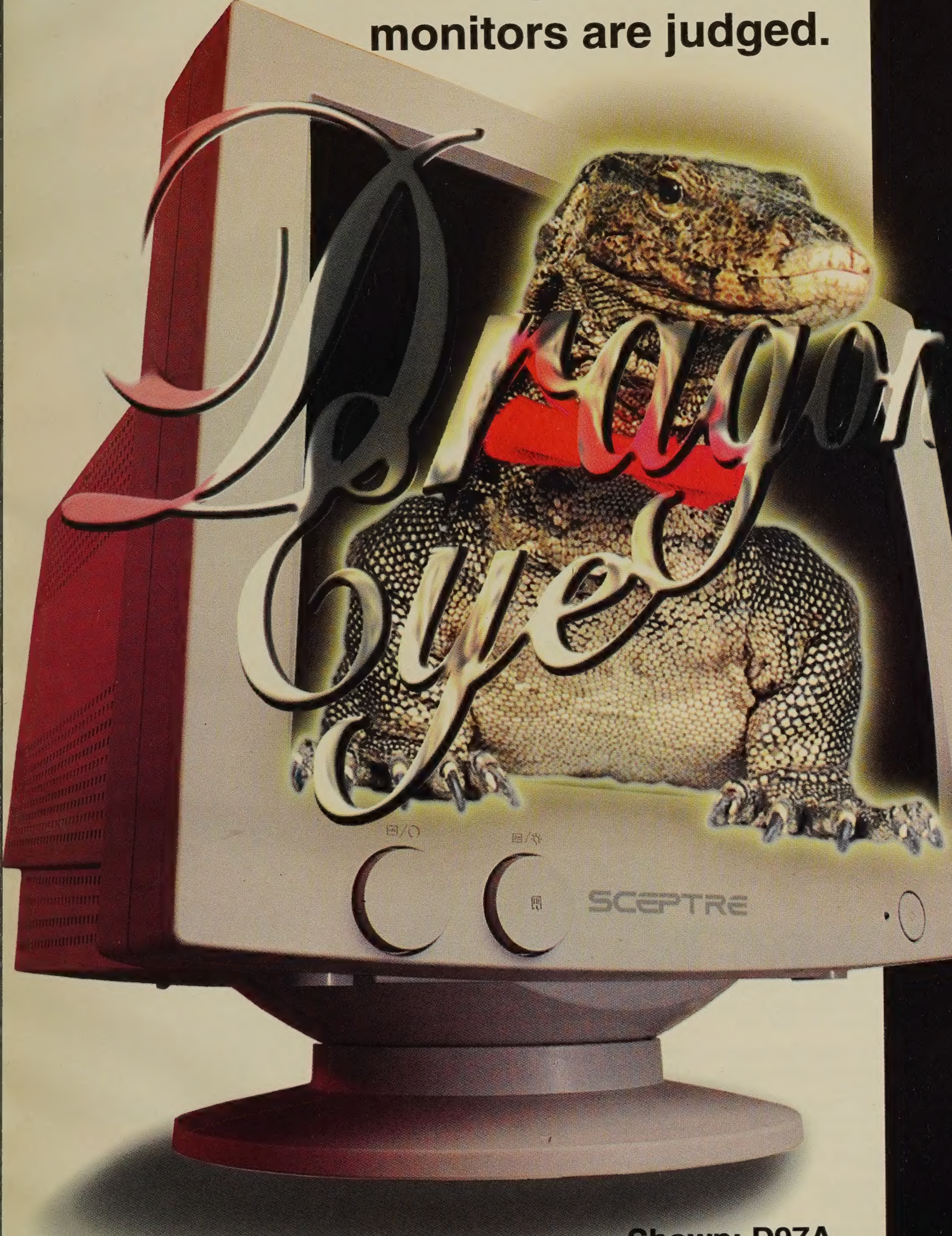

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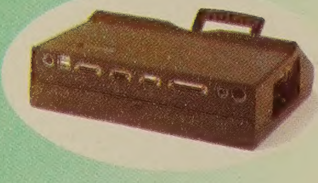
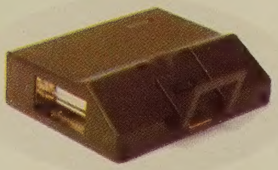
WINBEST-2000T/2010T, 900D





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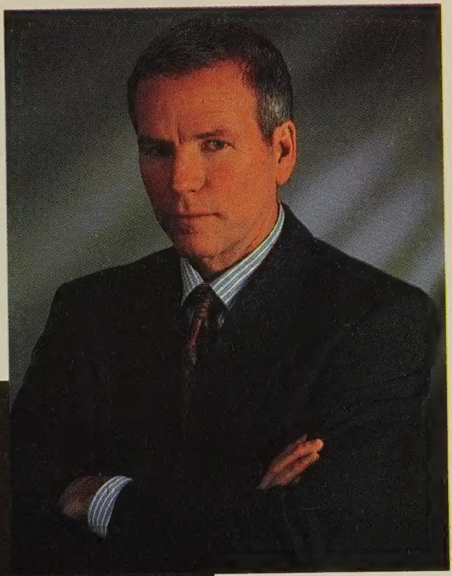

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- ▲ **CHL Microsystems, Inc.,** Milpitas, CA
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- ▲ **CMOS Technologies, Inc.,** Santa Clara, CA
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Maximum Resolution	1024x768	1024x768	1280x1024	1280x1024	1280x1024	1600x1200	1600x1200
Refresh Rate/Resolution	80Hz/800x600	85Hz/800x600	87Hz/1024x7688	7Hz/1024x768	87Hz/1024x768	79Hz/1280x1024	88Hz/1280x1024
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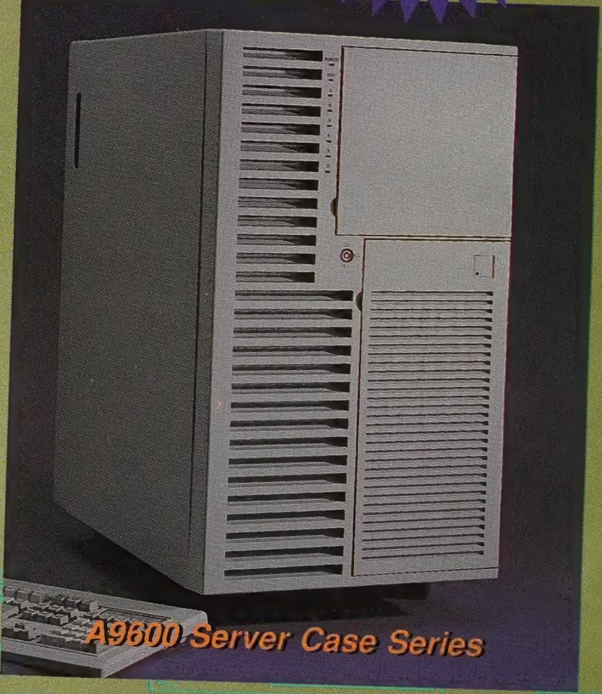
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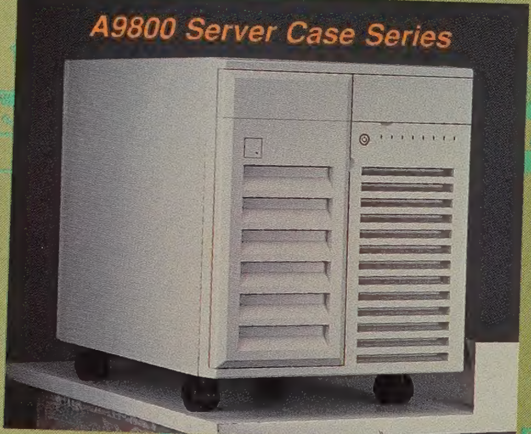
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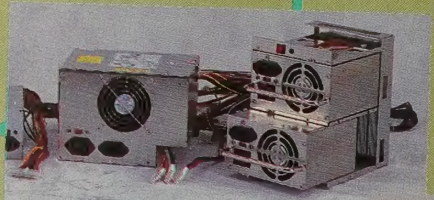
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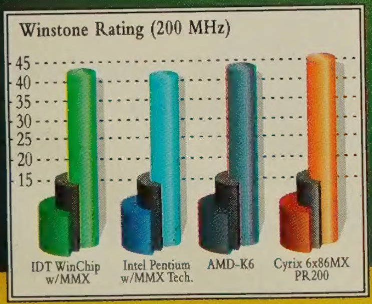
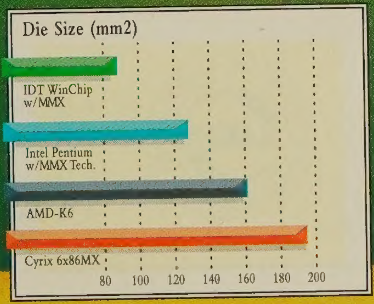
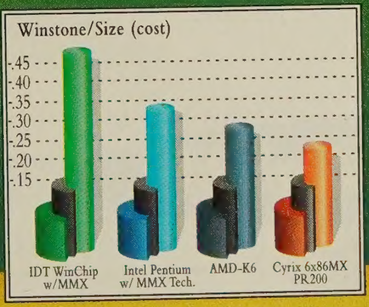


For Windows business applications, IDT WinChip offers comparable performance to Intel Pentium® with MMX™ Technology, AMD-K6® and Cyrix 6x86MX™.



Smaller die area means lower production cost, lower power consumption and heat dissipation.



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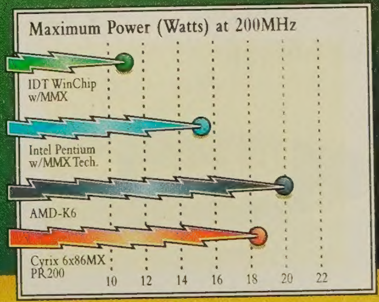

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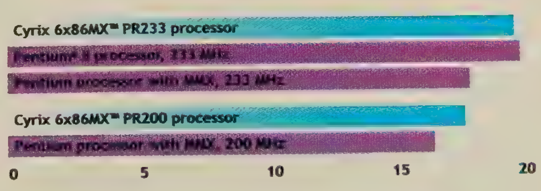

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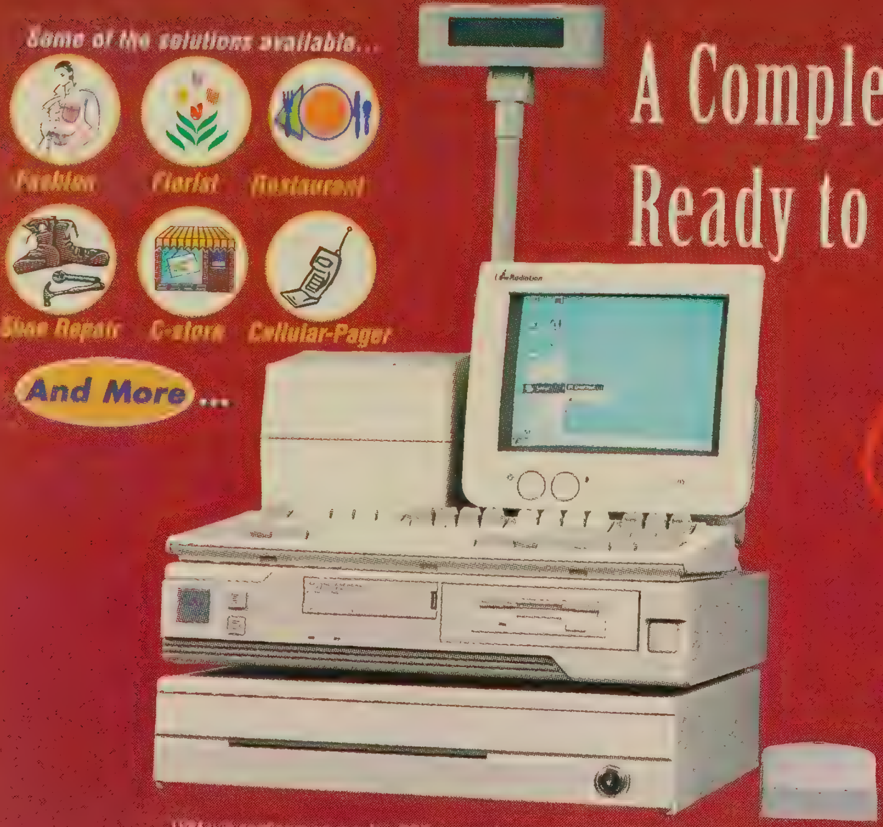

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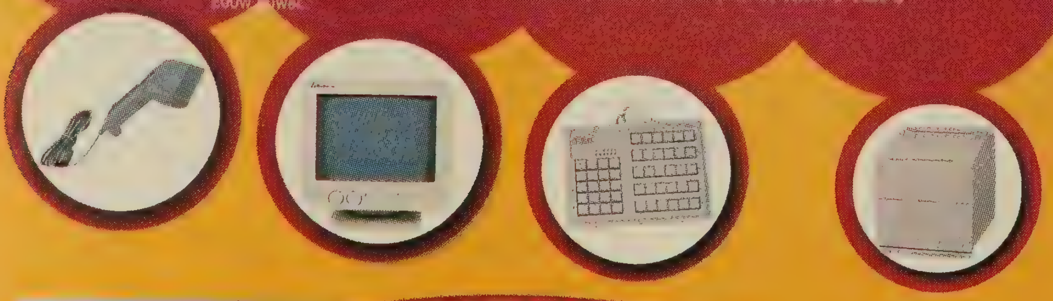

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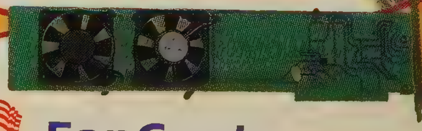

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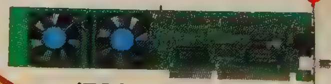

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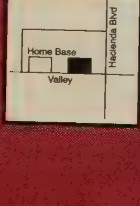

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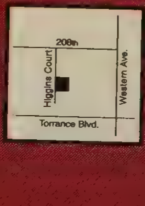

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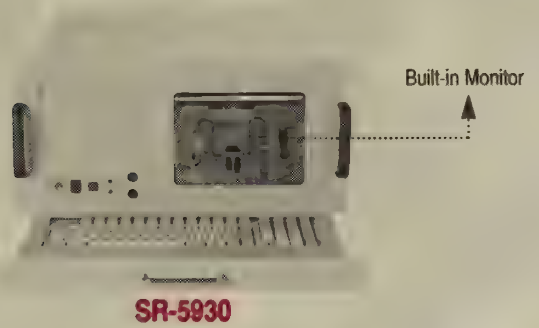
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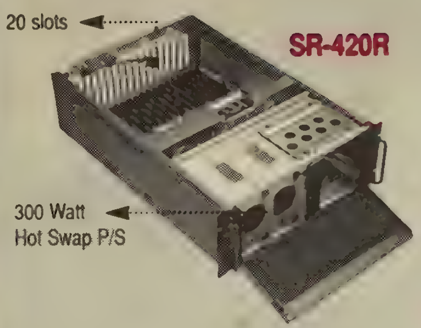
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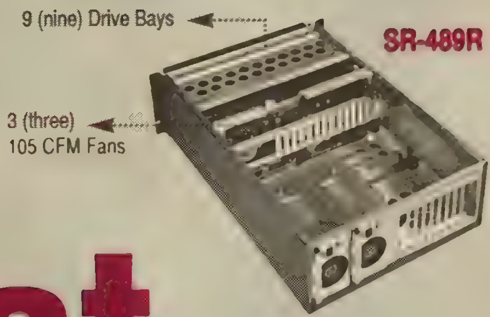
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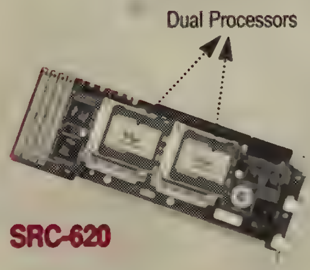
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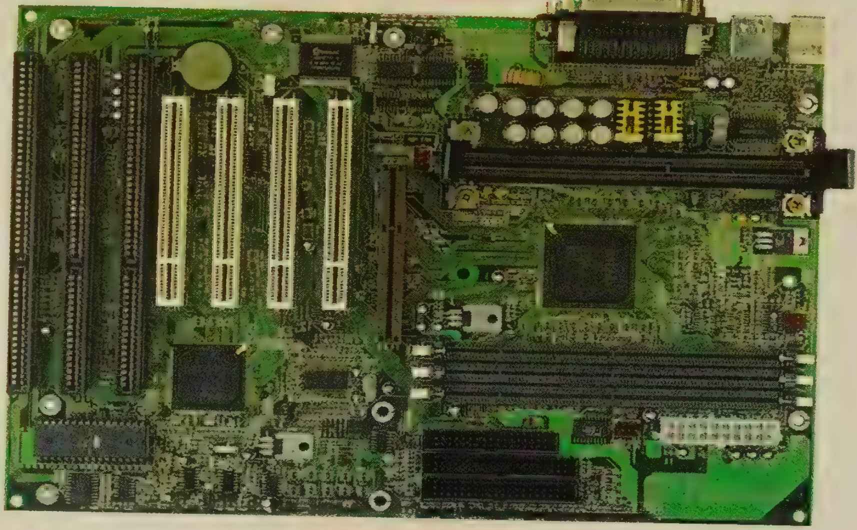

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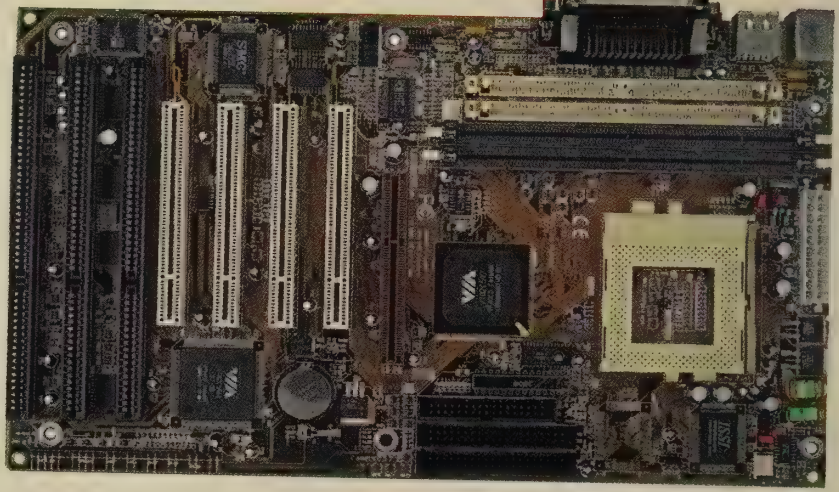

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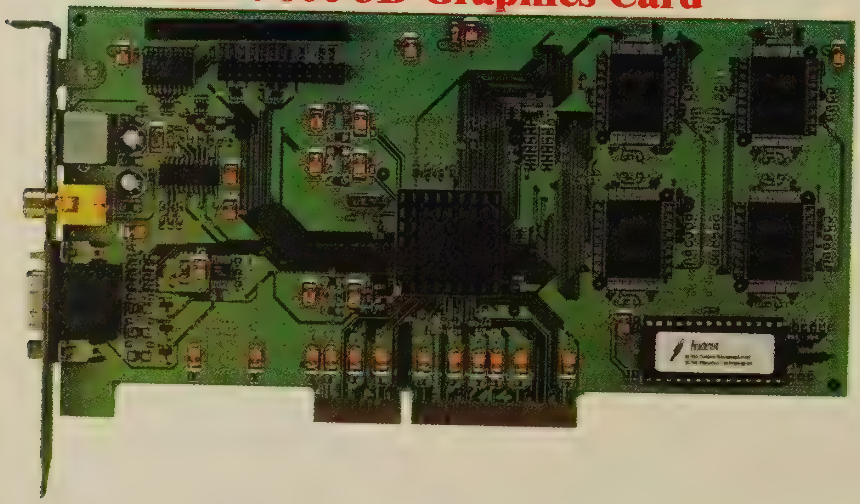

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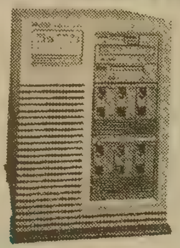

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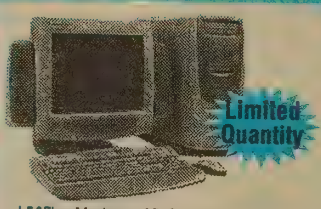

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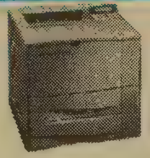

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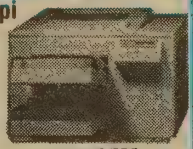

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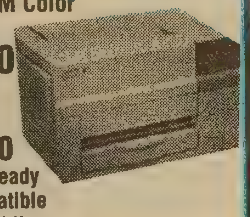

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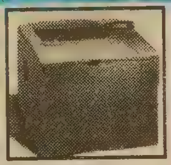

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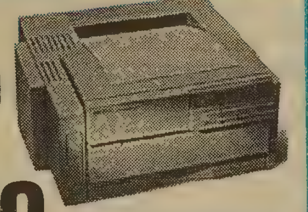

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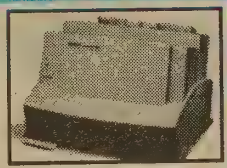

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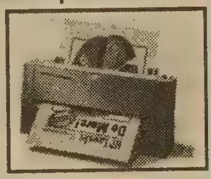

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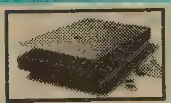

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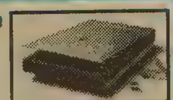

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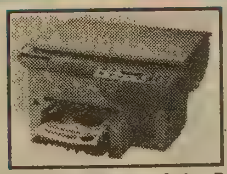

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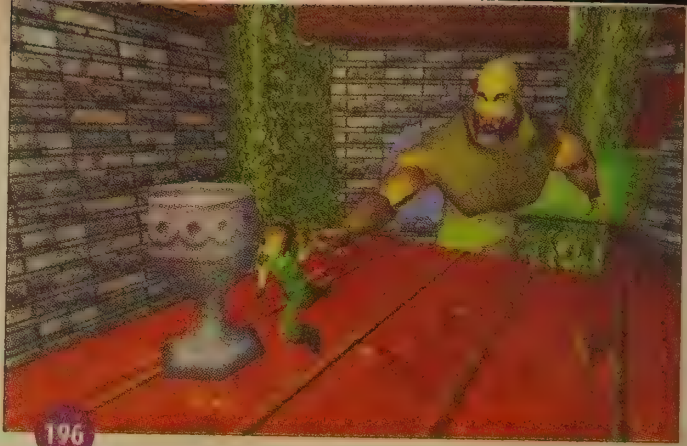

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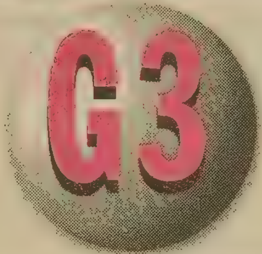

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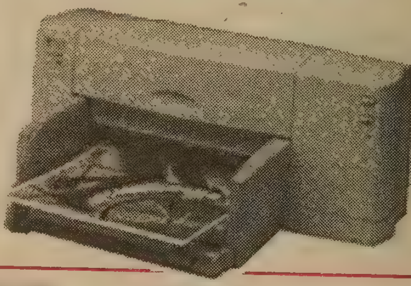

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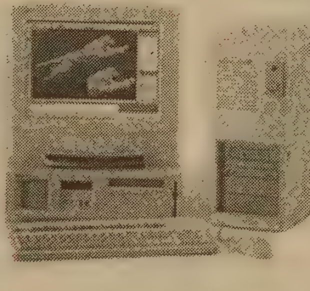

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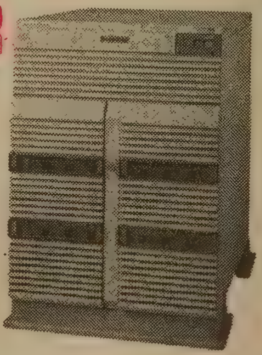

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April 24, 1998 • Issue #178

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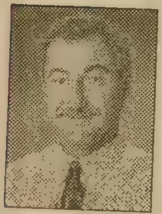
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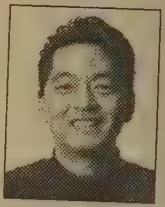
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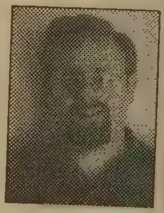
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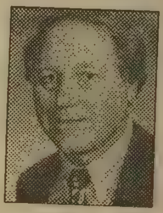
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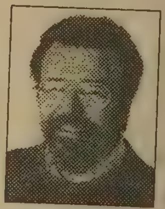
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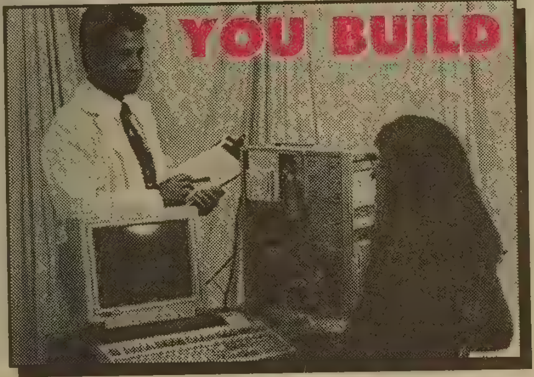

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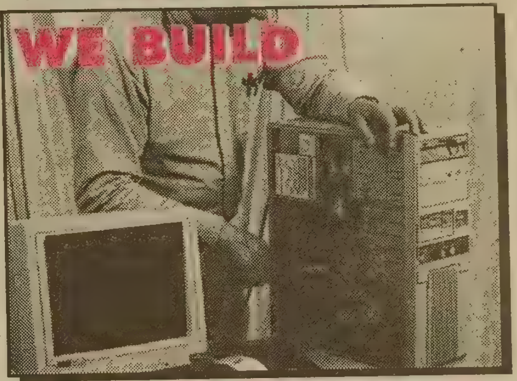

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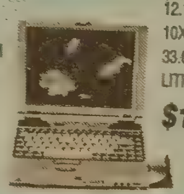

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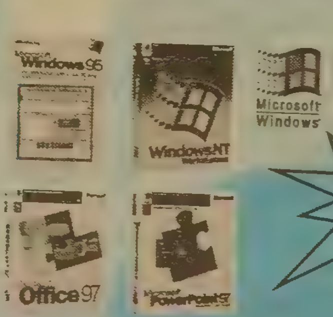

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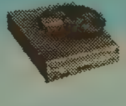

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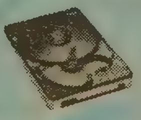

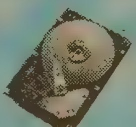

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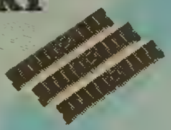

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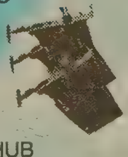

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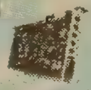

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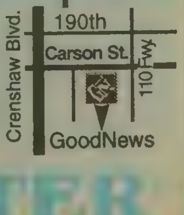

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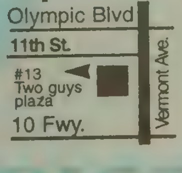

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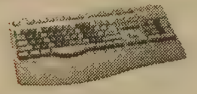

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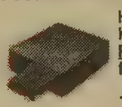

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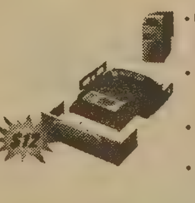

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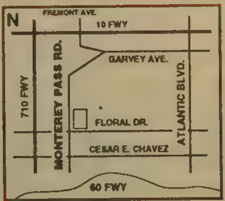

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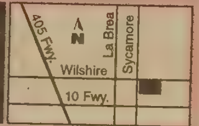

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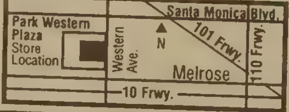

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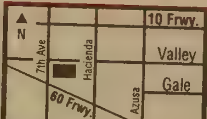

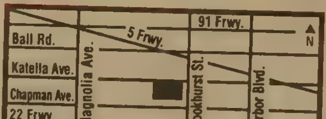

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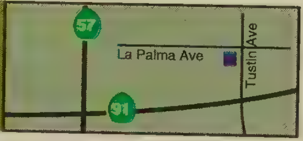

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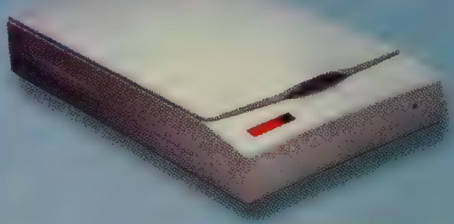

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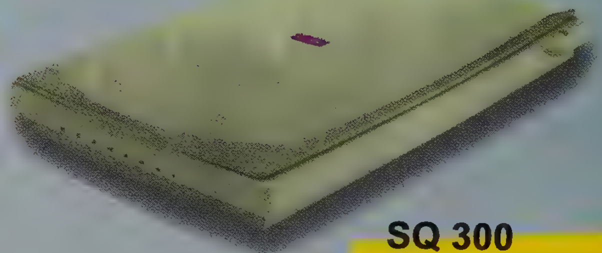

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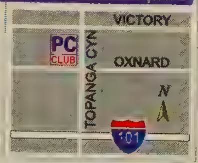
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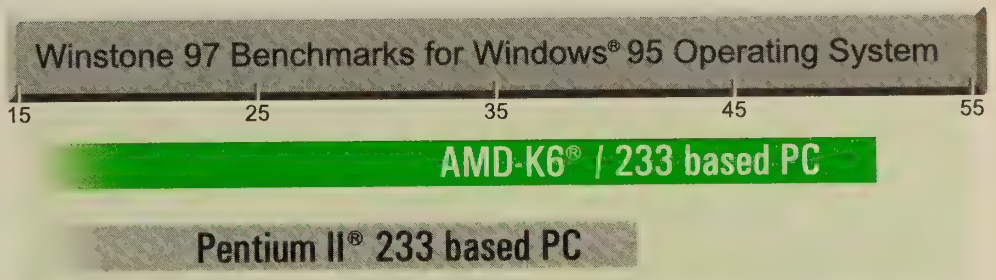

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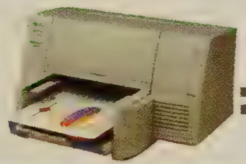

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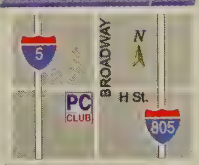
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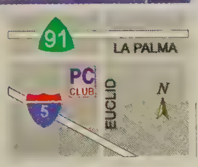
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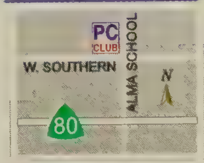
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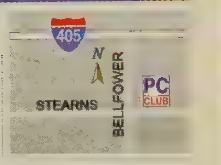
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Model	Processor	Ram	HD	Screen	Price
ThinkPad 380ED	Pent-™/166 MMX	16MB	2.1GB+8X-20X	12.1" FRSTN	$1731.
ThinkPad 380ED	Pent-™/166 MMX	16MB	3.0GB+8X-20X	12.1" Active	$2498.
ThinkPad 380ED	Pent-™/166 MMX	16MB	5.1GB+8X-20X	12.1" Active	$2766.
ThinkPad 560E	Pent-™/166 MMX	16MB	2.1GB	12.1" Active	$2601.
ThinkPad 560X	Pent-™/233 MMX	32MB	4.0GB	12.1" Active	$3440.
ThinkPad 760XL	Pent-™/166 MMX	16MB	2.1GB	12.1" Active	$3682.
ThinkPad 765D	Pent-™/166 MMX	32MB	3.0GB+8X	13.3" Active	$4498.
ThinkPad 770	Pent-™/233 MMX	32MB	4.0GB	13.3" Active	$4050.
ThinkPad 770	Pent-™/233 MMX	32MB	4.0GB	13.3" Active	$4196.
ThinkPad 770	Pent-™/200 MMX	32MB	3.2GB	13.3" Active	$3515.
ThinkPad 770	Pent-™/233 MMX	32MB	5.1GB	14.1" Active	$4835.

Hitachi Notebook Computers

Model	Processor	Ram	HD	Screen	Price
4140X	Pentium™/133MMX	16MB	1.4GB+20X	12.1" Dual Scan	$1398.
4350X	Pentium™/150MMX	16MB	2.1GB+20X	12.1" Active Clr.	$1598.
4360X	Pentium™/166MMX	16MB	2.1GB+10X	12.1" Active Clr.	$1798.
7360	Pentium™/166MMX	32MB	2.1GB+10X	12.1" Active Clr.	$2028.
7370	Pentium™/200MMX	32MB	3.2GB+20X	12.1" Active Clr.	$2948.
7560	Pentium™/166MMX	32MB	3.2GB+10X	13.3" Active Clr.	$2298.
7580	Pentium™/233MMX	32MB	3.2GB+20X	13.3" Active Clr.	$3858.

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50CT	Pentium™75	16MB	722MB	6.1 Active Clr	$998.
70CT	Pentium™ 120MMX	16MB	1.58GB	6.1 Active Clr	$1648.
220CDS	Pentium™133	16MB	1.34GB+10X	12.1 Dual Scan	$1298.
440CDX	Pentium™ 133MMX	16MB	1.34GB+10X	12.1 Fast Scan	$1328.
440CDT	Pentium™ 133MMX	16MB	1.34GB+10X	12.1 Active Clr	$1648.
460CDX	Pentium™ 166MMX	32MB	2.02GB+10X	12.1 Active Clr	$1698.
470CDT	Pentium™ 200MMX	32MB	2.02GB+10X	12.1 Active Clr	$2772.
480CDT	Pentium™ 233MMX	32MB	3,82GB+10X	12.1 Active Clr	$3348.
490CDT	Pentium™ 233MMX	32MB	3,82GB+20X	12.1 Active Clr	$3498.
490XCDT	Pentium™ 266MMX	32MB	3,82GB+20X	13.3 Active Clr	$3948.
660CDT	Pentium™ 150	16MB	1.35GB+10X	11.3 Active Clr	$1918.
300CT	Pentium™ 133MMX	32MB	1.51GB	10.4 Active Clr	$1888.
300CT	Pentium™ 133MMX	32MB	3.87GB	10.4 Active Clr	$2168.
320CT	Pentium™ 266MMX	32MB	3.87GB	Panoramic Act	$3488.
520CDT	Pentium™ 166MMX	32MB	2.02GB+10X	12.1 Active Clr	$2498.
530CDT	Pentium™ 166MMX	32MB	2.02GB+10X	12.1 Active Clr	$2798.
730XCDT	Pentium™ 150MMX	16MB	2.1GB+6X	12.1 Active Clr	$1498.
740CDT	Pentium™ 166MMX	16MB	3.0GB+10X	13.3 Active Clr	$2698.
740CDT-NT	Pentium™ 166MMX	16MB	3.0GB+10X	13.3 Active Clr	$2978.
750CDM	Pentium™ 233MMX	32MB	4.77GB+20X	13.3 Active Clr	$4728.
750DVD	Pentium™ 233MMX	64MB	4.77GB+DVD	13.3 Active Clr	$5098.
780CDM	Pentium™ 266MMX	64MB	5.1GB+20X	13.3 Active Clr	$4998.
780DVD	Pentium™ 266MMX	64MB	5/1GB+DVD	13.3 Active Clr	$5398.

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VE4	MMX/200	32MB	3.2GB	W95	$1028.
VE4	MMX/233	16MB	2.1GB	W95	$1028.
VE4	MMX/233	16MB	2.1GB	W95	$1095.
VE4	MMX/233	32MB	2.1GB+24X	W95	$1254.
VE4	MMX/233	32MB	3.2GB	W-95	$1136.
VE4	MMX/233	32MB	3.2GB	W-NT 4.0	$1203.
VE4	MMX/200	32MB	3.2GB	W-95	$1069.
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DP-2000	Pent-200MMX	16MB	2.1GB	W-95	$855.
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DP-2000	Pent-233MMX	16MB	2.1GB	W-95	$906.

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Model	Processor	Ram	HD	Screen	Price
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1580DMT	MMX/133	16/80MB	2.1GB+10X	12.1" Active Clr	$2278.
1590DMT	MMX/166	16/80MB	2.1GB+20X	12.1" Active Clr	$2468.
1560DM	MMX/166	16/80MB	3.2GB+20X	12.1"Dual Scan	$1828.
1592DMT	MMX/233	32/96MB	3.2GB+20X	12.1" Active Clr	$2998.
1540DM	MMX/150	16/80MB	2.1GB+20X	12.1"Dual Scan	$1758.
4160T	MMX/166	16/80MB	2.0GB	12.1"Dual Scan	$2318.
4210T	MMX/233	32/96MB	3.2GB	12.1" Active Clr	$3198.
4220T	P/266MMX	32/96MB	4.0GB	12.1" Active Clr	$3648.
4160TSL	P/166MMX	16/80MB	2.0GB	12.1" Active Clr	$2278.
7330T	P/150MMX	16/128MB	2.1GB	12.1" Active Clr	$1388.
7350MT	P/166MMX	32/128MB	2.1GB	12.1" Active Clr	$2738.
7360DMT	P/200MMX	32/128MB	3.0GB+20X	12.1" Active Clr	$3198.
7370DMT	P/233MMX	32/128MB	4.0GB+20X	12.1" Active Clr	$3998.
7380DMT	P/266MMX	32/128MB	4.0GB+20X	12.1" Active Clr	$4288.
7380NT	P/266MMX	32/128MB	4.0GB+20X	12.1" Active Clr	$4378.
7730MT	P/166MMX	32/144MB	2.1GB	12.1" Active Clr	$3198.

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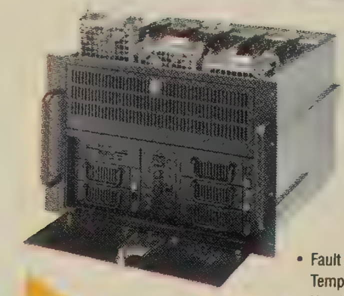

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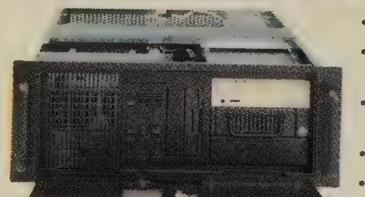

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Fault Resilient System

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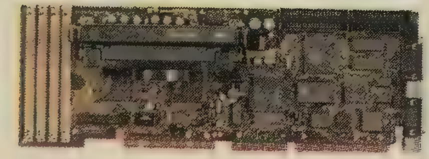

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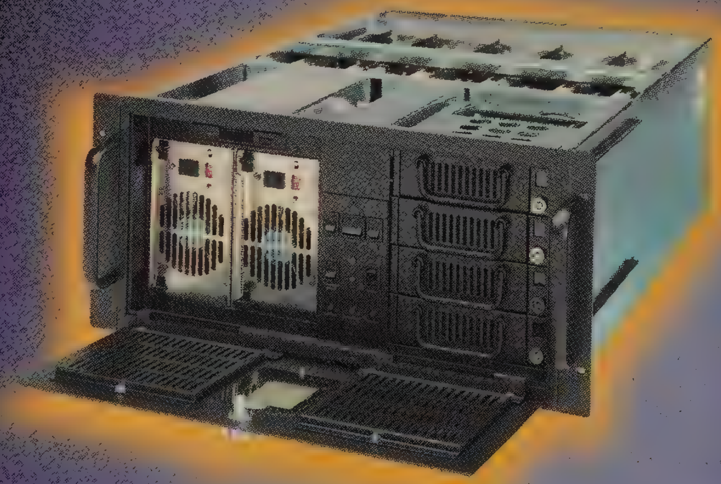

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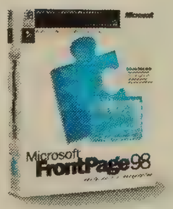

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Reads up to 17GB DVD Disc CD-R Compatible

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- **6.4GB** Ultra ATA Hard Drive 33MB/S Transfer Rate
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- **Genuine Sound Blaster Vibra**16 with 32 Wave-table
- **US Robotics 56K** Fax Modem with **Voice**
- **17"** SVGA **Voxon** Monitor **.26**mm NI.
- **EZC** Keyboard
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- **64MB** of **SDRAM** Memory DIMM
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- **Toshiba X2 DVD ROM Drive** (Improved **2nd** generation. Read 24X as a CD-ROM, also read CDR, CDRW)
- **ATI** Expert@Play **4MB** SGRAM **AGP** Video Card, **TV** Output, MPEG II Play-Back, **DVD** Play
- **Genuine Sound Blaster Vibra** 16 with 32 Wave-table
- **Boca Research 56K** Fax Modem with **Voice**
- **17"** SVGA **Voxon** Monitor **.26**mm NI.
- **EZC** Keyboard
- **EZC** Mouse w/Internet Button
- **Yamaha M7**Stereo Speaker
- Premium ATX Med Tower Case FCC, UL. Approved
- Microsoft Windows '95 CD, Manual, and Free Internet Explorer 4.0 CD
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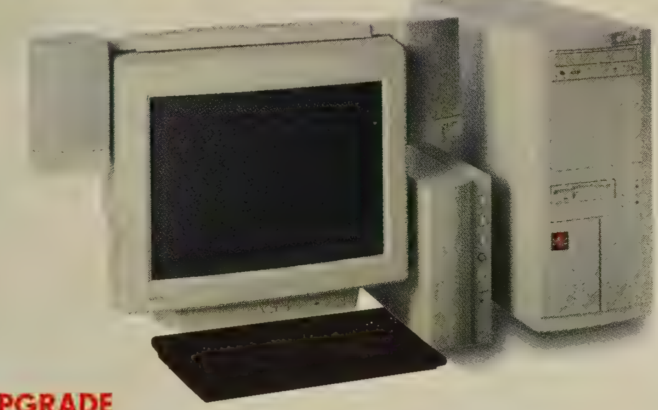

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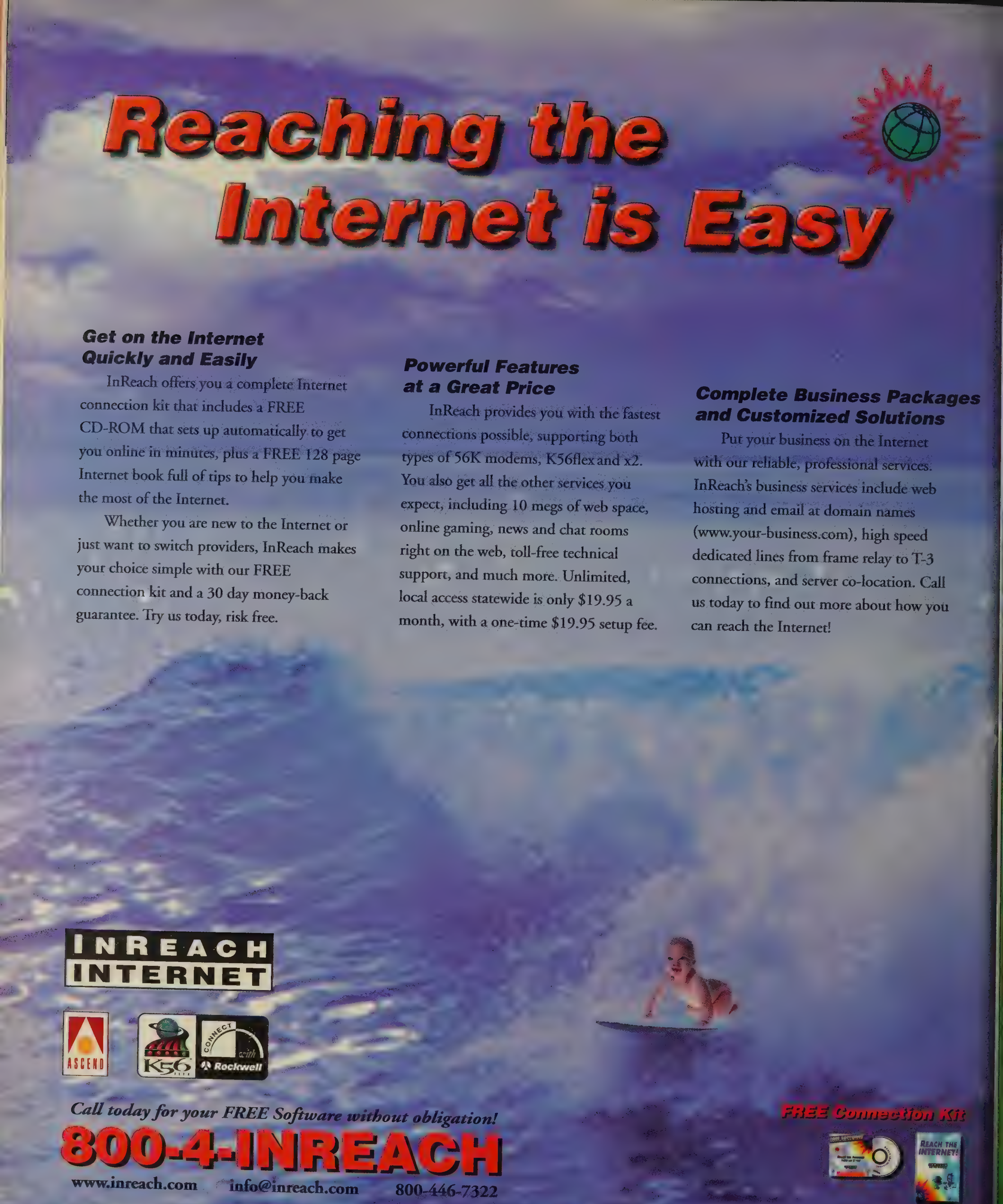

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The Sorry State Of Support

Tech Support—The Hidden Cost Of Software

By Paul Hoffman

Today, most manufacturers make it difficult or impossible to reach them by phone, and many of them charge their customers money just to ask questions relating to bugs or bad design of the software.

The PC industry has never been a shining example of good support for its customers. From the earliest days of personal computers, software, and hardware bugs have required typical users to call the technical support folks at every company in the business. Sadly, poor design still seems to be common, but it has been combined with blatantly unfriendly support practices that now make life much harder for many PC users.

Ten years ago, most PC hardware and software vendors made it easy to call them to ask questions; some even had toll-free numbers for support. Today, most manufacturers make it difficult or impossible to reach them by phone, and many of them charge their customers money just to ask questions relating to bugs or bad design of the software. Many companies purposely do not put their telephone numbers in their user manuals in order to frustrate users who want to call them.

The issue of support has come up in a recent announcement from Intel that they have set up an "ask us anything" kind of service (for a fee, of course). The purpose of the service is to give PC users, who should be able to call their vendors, a place to go when the vendors won't answer questions. This service won't replace calls to manufacturers, but should help reduce the frustration for users with simple questions.

The Web's Biggest Failure

In the 1980s, most computer and software manufacturers set up electronic bulletin board systems (BBSs) as part of their technical support efforts. At a minimum, you could use the company's BBS to download the latest software patches, but in many cases you could also find extensive support documentation. The main limitation was that most computer users didn't have modems and therefore couldn't dial into the BBS.

A few years ago, as it became clear that the Web would be one of the biggest phenomena in the history of the PC industry, some companies started to assume that they could just post all of their tech support libraries on the Web and their problems would be solved. Microsoft was a very early supporter of this mentality, and their massive support library and search engine has been available on the Web almost since there was general Web access.

However, as we now know, Web access to printed material has done little to help frustrated users who need tech support. There are three main reasons for this failure:

- Many people still don't have access to the Web
- Your computer has to work in order for you to get Web-based help
- The information available is often much less helpful than talking to a human

Despite the incredibly optimistic predictions two years ago about how many Web users there would be today, many people just can't use the Web. Further, many people who have a modem and an Internet accounts still can't figure out how to use the Web well enough to get to a manufacturer's site and read the material that is waiting for them. (If you don't believe this, look at the enrollment numbers of people taking introductory Internet courses who have had ISP accounts for over six months.)

The second point may seem almost gratuitous, but it is often amazing that many companies assume you can still reach the Internet if your computer, modem, or operating systems aren't working correctly. Sure, you might go use a colleague's or friend's computer, but at that point you're likely to be pretty frustrated, and talking to a human instead of having to use someone else's computer would probably make you a happier customer.

Even if you can get through to the company's Web site, there's a good chance you won't get what you want there. This is the worst problem with companies, assuming that if they put all their frequently-asked question lists and support documents on the Web, they're helping their user base. That won't be true if you can't find what you want because there is too much on the support site, or because it isn't easily searched, or because it is badly labeled.

continued on page 26

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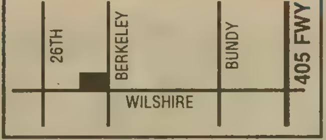

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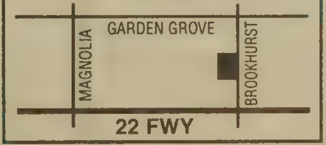

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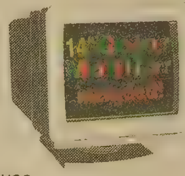

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- 104 keyboard
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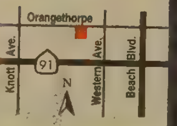

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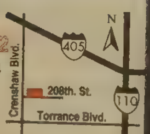

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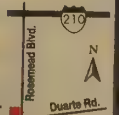

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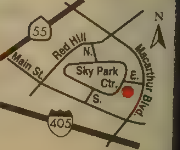

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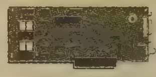

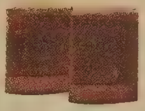

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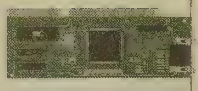

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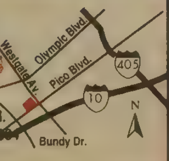

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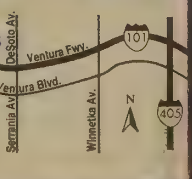

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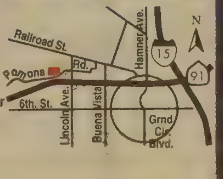

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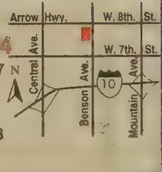

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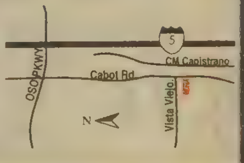

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continued from page 20

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Microsoft is an excellent example of a company that has way too much available without enough help to navigate in it. They have hundreds of megabytes of information on all of their products, much of which would be quite useful if you could find the one that relates to your problems. However, the overly-simplistic search mechanism seems to always give you either dozens of documents or none. This is probably the same user experience you will find on most other Web-based support sites.

When faced with this criticism, most companies say, "But we wanted to possibly help people so they don't have to wait on hold to talk to one of our human representatives." That's a good motive, but the mechanism for getting there works so poorly, what you end up with is people who start their calls even more angry than before about needing help. Another typical response is, "We have published everything our own tech support people use." But their tech support people know much more about how to use the mass of data than a typical customer does.

One-Stop Support Shops

Because of the deteriorating level of support available to computer users, new service companies have sprung up to fill in. Most of these have been aimed at business customers, since they are often willing to spend more money than individuals and are often using a limited range of computers and software. Of course, most large companies have their own in-house support teams, but they are frequently overworked and not as responsive as outside service companies who are being paid to have support ready when a customer calls.

The outside support business has gone through ups and downs over the past decade. Companies that have provided this kind of support have often found it hard to find enough customers to survive, and those that have survived have sometimes been bought up and changed into different kinds of service agencies. The computer industry newspapers aimed at corporate customers often sound like non-stop searches for good, reliable support.

In March, Intel decided to enter this market, but with a new twist: specifically targeting small businesses and motivated home users. Intel's AnswerExpress service is a combination of software, Web service, and call-back phone support at approximately $15 per month. Intel hopes that the comprehensiveness of the service will attract people who want to pay almost $200 per year to get what many of us would expect for free.

AnswerExpress has many features that will make it attractive to people who rely on their

continued on page 30

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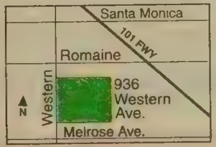

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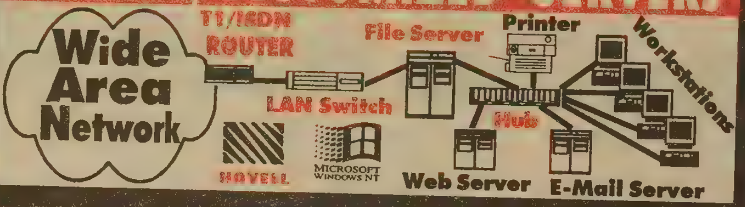

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- 4 GB EIDE HD
- PCI Super VGA Card w/ 1MB
- PCI Combo Network Card
- Mouse, Keyboard, Tower Case
- Monitor Sold Separately

Pentium 200 MMX	$ 859
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Pentium II - 233 MMX	$1099
Pentium II - 266 MMX	$1299
Pentium II - 300 MMX	$1459
Pentium II - 333 MMX	$1599
Pentium II - 350 MMX	$1699

NOVELL/WIN NT SCSI SERVER

- 32MB, 3.5" FD, 24X CD Rom
- Adaptec 2940 UW SCSI Card
- 2 GB Ultra Wide SCSI HD
- 24X CD Rom ,PCI SVGA w/1MB
- PCI Network Card
- Mouse, Keyboard,Tower Case Monitor Not Included

Pentium 200 MMX	$1059
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Pentium II-233 MMX	$1299
Pentium II-266 MMX	$1499
Pentium II-300 MMX	$1659
Pentium II-333 MMX	$1799
Pentium II-350 MMX	$1899
Upgrades to 64MB/128MB	$ 99 Add / $369 Add.
Upgrades to 4GB UW SCSI HD-8ms	$ 299 Add.
Upgrades to 9GB UW SCSI HD-8ms	$ 699 Add.
SVGA Monitor : 14" / 15" /17"	$ 149/ $ 189 / $ 399

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Storage by Sony

24 GB Fast SCSI DAT DDS-3

24 GB Int SCSI Tape Backup Drive Only	$ 1389
24 GB Int SCSI Tape Backup Drive w/Software	$2299*
24 GB Ext SCSI Tape Backup Drive Only	$ 1459
24 GB Ext SCSI Tape Backup Drive w/Software	$2359*

*Software: ARCserve v6.0 Enterprise For Novell / NT

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8 GB Int SCSI Tape Backup Drive w/Software	$1299*
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*Software: ARCserve v6.0 Single Server For Novell / NT

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M3T Enet. 4 Port 10TP + 3 Serial Ports $ 599
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ENTRE ISDN Enet. 4 Port 10TP + 2-Phone $ 639

Microsoft

Win NT Server V4.0 w/5 User *Competitive Upgrades*	399*
Win NT Server V4.0 w/10 User *Competitive Upgrades*	529*
BackOffice For Small Business w/5 User *Comp. Upg.*	859*

*Qualified Users: (Contains Full Version)
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3C515-TX Etherlink ISA 10/100	169
3C900-Combo PCI 10TP/Coax Combo	99

3Com XL (3C905TX)

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intel CARD ONLY w/o Manuals

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SMC (EZ108) Auto-Switch 10/100

8 Port 10/100 TP Hub	$948

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Artisoft - LANtastic

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ModemShare 32 , 1 Modem/2 Modem	148 /218
i.Share V2.5 3 Session / 32 Session	78 / 198

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ASCEND Communications

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Pipeline 130 (SW56/DDS56) w/ Firewall SW	$2059

Cisco Systems cisco

761 Enet / ISDN BRI (IP only)	$ 499
Cisco 762 Enet / ISDN BRI / NT1 (IP only)	$ 559
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Cisco 766 ISDN BRI / NT1 & 2 Pots	$ 699
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Cisco 1601 Enet / Serial Modular Router	$1299
Cisco 1602 Enet / 56K DSU Modular Router	$1399
Cisco 2501 Enet / Dual Serial	$1859
Cisco 2503 Enet / Dual Serial ISDN BRI	$2499

MOTOROLA 56Kbps/T1 Modem

DA56 DSU / CSU Ext 56K Sync Only	$ 229
DDS MR56 DSU / CSU V.35 RS232	$ 499
FT100ST1 & FRAC. CSU/DSU	$ 999
FT100T1 CSU/DSU Dual V.35 via DB25	$1899

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Farallon

Netopia ISDN Internet Router 29 User TCP/IP	595
Netopia ISDN Internet Router Unltd.User TCP/IP	795
Netopia ISDN Internet Router w/Smartip Unltd User	845
Netopia ISDN Internet Router w/AppleTalk & Smartip Unltd User	1045
Netopia Lease TI, TI/TI, IP/IPX Router	1045
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Maxtor 5.1 GB/ 6.4GB/ 8.4 GB	229/ 259/ 349
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IBM 4.3 GB/ 6.4GB/ 8.4 GB	239/ 279/ 359
Seagate 1.2GB/ 2.1GB/ 2.5GB	129/ 149/ 159
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WESTERN DIGITAL 2.1GB/2.5 GB/ 3.2GB	159/ 169/ 179
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Seagate - 7200 RPM 9.1GB U Barracuda	959
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Western Digital- 7200 RPM 4.3GB U	499

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PCMCIA 10TP + 33.6 Modem	258
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3COM PCMCIA 10/100 TP (16 Bit)	148
3COM PCMCIA 10/100 TP (CardBus-32 Bit)	158
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ArcServe For Netware v6.1 & 25 User Wk.	559
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Backup Software-WinNT SQL Server	599
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computers and don't have a corporate support staff behind them. It comes with a CD-ROM that has many of the answers people now have to look on manufacturer's sites for. Intel claims support for all popular PC hardware, Windows 95, and over 200 applications, and backs that up with a Web site that has more answers than the CD-ROM. Further, Intel includes off-site backup, something that few PC users think of until it is too late.

One of the more innovative features of AnswerExpress is its method for phone support. You connect to the Web site and enter your question, then a tech support person calls you back. This prevents you from being on hold for a long time, and also lets Intel have someone most familiar with the program you're having problems with be the one to call you back. In addition, the person calling you will have a good idea of what kind of system you have and what software you are running before they call.

At $200 a year, this is probably too expensive for many home users, but well within the range of many small business users. Intel could be using AnswerExpress as a way to build up its expertise before launching a similar service for large businesses. It is, of course, sad that such a business has to exist, because it makes plain the fact that many manufacturers have abandoned the concept of good tech support.

Is It Worth A Fee?

Another disturbing trend in the PC industry is to charge users a lot of money for tech support phone calls. Typical fees being charged by major industry players for software support are about $20 per call. Many manufacturers let you call (and wait and wait and wait) free for the first 90 days of ownership, but many are now charging for any questions you have after this period. Some are even charging immediately for anything other than questions about installation. Worse yet are manufacturers who are no longer including printed manuals with complicated products, instead forcing their users to read everything online (or spend money to print out the online manuals).

> Many people who have a modem and an Internet account still can't figure out how to use the Web well enough to get to a manufacturer's site and read the material that is waiting for them.

On the one hand, it's great that the cost of software has generally been going down as the number of features have gone up. On the other hand, support has now become a hidden, and therefore unpredictable, cost. If the typical user of a product is going to have to spend $25 on support calls in order to get their software to do what they want, it is somewhat dishonest for manufacturers to say, "We've reduced the price by $25." Many of these manufacturers are probably very glad about Intel's new service, but they miss the point that people have to pay $200 for it.

Computer users have a basic expectation that when they buy something, it should work the way it says it will and do what it promises. If you can't get something to do what it is supposed to, you shouldn't have to pay additional money to find out what went wrong.

Large software and hardware vendors can predict the costs of supporting their customers, and hiding those costs simply causes bad will. Better manuals and better Web sites cost much less than sales lost due to customer frustration, and there are plenty of companies that can gain better reputations by supplying support without charging their customers. ◆

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Stock Chart continued on page 34

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Mid Tower Case

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ATI 4MB SGRAM PCI SVGA Card
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17" SVGA Digital, NI, Flat,.27mm Color Monitor
32-Speed CD-ROM + CD Titles
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Pentium® 200MHz	**$1109**
Pentium® 233MHz	**$1189**
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15" Digital, Flat, 28mm Color Monitor
2 High-Speed Serial, 1 Parallel Ports
PCI Enhanced IDE Controller
24-Speed CD-ROM + Titles
16-Bit Stereo Sound Card
180-Watt Speakers
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Mid Tower ATX Case

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Pentium® 266MHz	**$1127**
Pentium® 300MHz	**$1259**
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Diamond Viper 128 AGP 4MB SGRAM
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Panasonic 17" O.E.M., Flat, 27mm Color Monitor
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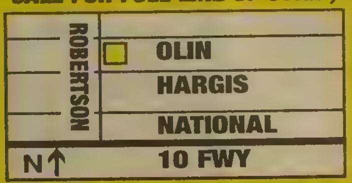

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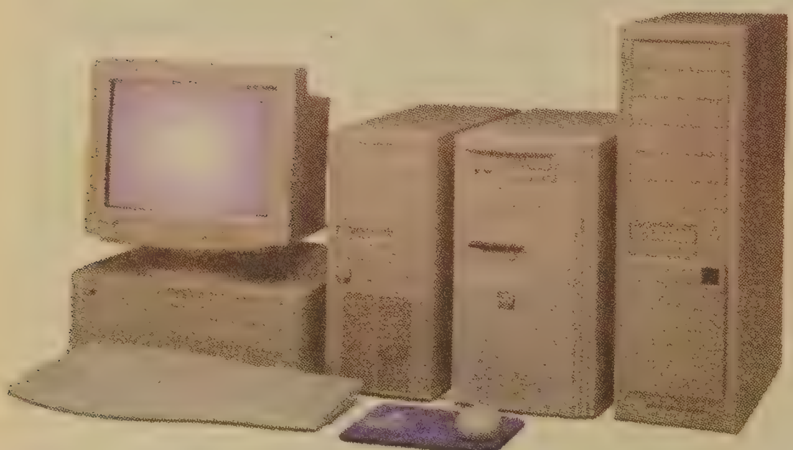

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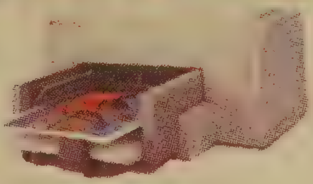

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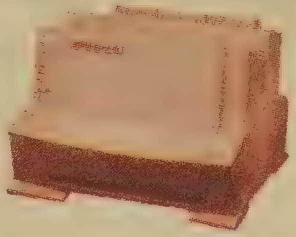

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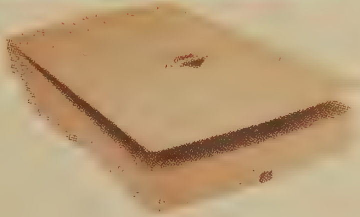

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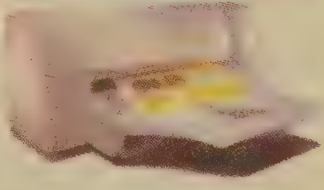

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MT178 9804

continued from page 30

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EXCH	COMPANY		TICKER SYMBOL	CLOSING PRICE 03/05/98	CLOSING PRICE 03/31/98	NET CHANGE IN PERIOD	PERCENT CHANGE IN PERIOD	P/E RATIO	ANNUAL IVIDEN RATE	ANNUAL DIVIDEND YIELD	ANNUAL HIGH	ANNUAL LOW
	SOFTWARE											
NAS	Adobe		ADBE	43.69	45.19	1.50	3.43	20	0.20	0.44	53.13	33.50
NAS	Autodesk		ADSK	46.44	43.13	-3.31	-7.13	139	0.20	0.46	51.13	28.88
NAS	Borland		BORL	8.69	8.97	0.28	3.24	-	0.00	0.00	12.19	5.88
NAS	Broderbund		BROD	23.50	18.25	-5.25	-22.34	-	0.00	0.00	37.75	17.75
NAS	Informix		IFMX	7.38	8.50	1.13	15.25	-	0.00	0.00	15.94	4.00
NAS	Macromedia	(H)	MACR	11.41	14.88	3.47	30.41	-	0.00	0.00	14.88	6.50
NAS	Microsoft	(H)	MSFT	80.06	89.50	9.44	11.79	61	0.00	0.00	90.94	44.88
NAS	Novell		NOVL	10.75	10.72	-0.03	-0.29	-	0.00	0.00	11.13	6.28
NAS	Oracle		ORCL	25.31	31.56	6.25	24.69	42	0.00	0.00	42.13	17.75
NAS	Symantec	(H)	SYMC	24.00	26.94	2.94	12.24	23	0.00	0.00	29.50	12.00
	HARDWARE											
NAS	Apple		AAPL	24.06	27.50	3.44	14.29	-	0.00	0.00	29.56	12.75
NYS	Compaq		CPQ	27.13	25.88	-1.25	-4.61	22	0.10	0.39	39.75	14.25
NYS	Digital Equipment		DEC	51.75	52.25	0.50	0.97	33	0.00	0.00	62.63	25.00
NAS	Dell	(L)	DELL	65.94	67.75	1.81	2.75	53	0.00	0.00	71.94	16.56
NYS	Gateway 2000	(H)	GTW	37.63	46.75	9.13	24.25	67	0.00	0.00	48.75	19.38
NYS	Hewlett-Packard		HWP	61.94	63.38	1.44	2.32	22	0.60	0.95	72.94	48.13
NYS	IBM		IBM	98.94	103.88	4.94	4.99	17	0.80	0.77	113.50	63.63
NYS	Silicon Graphics		SGI	14.25	13.94	-0.31	-2.19	87	0.00	0.00	30.31	10.94
NAS	Sun Microsystems		SUNW	43.56	41.72	-1.84	-4.23	23	0.00	0.00	53.31	25.88
NYS	Tandy	(H)	TAN	43.50	47.00	3.50	8.05	29	0.40	0.85	48.88	24.38
NYS	Xerox	(H)	XRX	91.69	106.44	14.75	16.09	26	1.40	1.32	106.44	54.75
	CPU'S											
NYS	Advanced Micro Devices		AMD	21.00	29.06	8.06	38.39	-	0.00	0.00	45.75	17.13
NYS	Cypress Semiconductor		CY	8.38	10.13	1.75	20.90	48	0.00	0.00	18.94	7.38
NAS	Intel		INTC	75.50	78.06	2.56	3.39	20	0.10	0.13	102.00	64.13
NYS	LSI Logic		LSI	22.31	25.25	2.94	13.17	23	0.00	0.00	46.88	18.63
NYS	Motorola	(L)	MOT	55.88	60.75	4.88	8.72	31	0.50	0.82	90.50	52.00
	COMMUNICATIONS											
NAS	3Com		COMS	35.31	35.94	0.63	1.77	58	0.00	0.00	59.69	24.00
NYS	AT&T	(H)	T	60.69	65.75	5.06	8.34	23	1.30	1.98	68.50	30.75
NYS	BellSouth Corp.	(H)	BLS	59.50	67.56	8.06	13.55	21	1.40	2.07	67.56	39.38
NAS	Cisco	(H)	CSCO	61.88	68.38	6.50	10.51	54	0.00	0.00	70.00	30.19
NAS	MCI	(H)	MCIC	46.56	49.50	2.94	6.31	-	0.10	0.20	50.81	27.31
NYS	Northern Telecom	(H)	NT	52.56	64.63	12.06	22.95	41	0.30	0.46	65.44	31.06
	INTERNET											
NAS	Earth Link	(H)	ELNK	48.75	56.44	7.69	15.77	-	0.00	0.00	58.44	8.63
NAS	Netscape		NSCP	19.19	18.19	-1.00	-5.21	-	0.00	0.00	49.50	14.88
NAS	Yahoo	(H)	YHOO	75.31	92.44	17.13	22.74	-	0.00	0.00	94.25	16.63
	MEDIA											
NYS	Disney		DIS	105.19	106.75	1.56	1.49	37	0.60	0.56	115.75	70.38
NAS	TCI	(H)	TCOMA	29.06	31.09	2.03	6.99	-	0.00	0.00	33.06	10.75

KEY: NYS = NEW YORK ASE = AMERICAN NAS = NASDAQ

(H) = NEW HIGH REACHED IN PERIOD (L) = NEW LOW REACHED IN PERIOD

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ADVANCES	30
DECLINES	7
UNCHANGED	0
NEW HIGHS	14
NEW LOWS	2

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LARGEST DOLLAR GAINER	Yahoo	$	17.13
LARGEST DOLLAR LOSER	Broderbund	$	-5.25
LARGEST PERCENTAGE GAINER	Advanced Micro Devices	38.39	%
LARGEST PERCENTAGE LOSER	Broderbund	-22.34	%

	CLOSE 03/05/98	CLOSE 03/31/98	NET CHANGE IN PERIOD	PERCENT CHANGE IN PERIOD
MICROTIMES STOCK INDEX	11573.81	12466.06	892.25	7.71
DOW JONES INDUSTRIAL AVERAGE	8445.08	8799.81	354.73	4.20
STANDARD & POOR'S 500 INDEX	1035.08	1101.76	66.68	6.44
N.Y.S.E. COMPOSITE	540.31	572.78	32.47	6.01
NASDAQ COMPOSITE	1711.92	1835.66	123.74	7.23

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12/10/97	10922.72	7978.79
01/14/98	10813.50	7784.69
02/05/98	11808.05	8117.25
03/05/98	11573.81	8445.08
03/31/98	12466.06	8799.81

Source: Nordby International Inc. (*www.nordby.com*), Boulder, CO. This information is based on sources believed to be reliable, and while extensive efforts are made to assure its accuracy, no guarantees can be made. Nordby International assumes no liability for any inaccuracies. For information on Nordby's customized financial research services, call (303)938-1877.

Investors continued to be bullish about the economy last month as the national indices galloped past one record high after another. When the books were closed on the monthly trading period and the buy orders were swept from the floor here is were the national indices stood: the Dow Jones Industrial Average posted a 4.20% gain, climbing 354.73 points, to a record close of 8799.81. The S&P 500's performance surpassed the Dow's as it rose 6.44%, or 66.68 points, to close at 1101.76.

The *MicroTimes* Stock Index led the assault on the record books last month, leading the national indices higher. Our index jumped 7.71%, or 892.25 points, to close the monthly trading period at 12466.06. In our index, advancers outpaced decliners by a 30-to-7 count, and fourteen companies reached annual highs versus two that fell to a 52-week low.

Turning To Stocks In The Accompanying Table

Software giant Microsoft notched another annual high, after the company surprised Wall Street with a forecast of stronger-than-expected earnings for the next two quarters. During last month's trading shares of the company hiked 11.79% higher to a closing price of $89.50 per share. "Microsoft obviously doesn't defy gravity, but it seems to come close," said Barry Randall, senior analyst at Dain Rauscher. Chief Financial Officer Greg Maffei said, "Microsoft earnings likely would exceed Wall Street expectations in the current fiscal third quarter and upcoming fourth quarter," although he warned that growth is slowing and the company faces challenges and increasingly difficult comparisons.

Gateway 2000 reported strong annual sales, resulting in the upward march of the company's stock. Shares of Gateway advanced 24.25% during the period, or $9.13 per share, to close at a price of $46.75. The company reported that sales in 1997 increased 25% to $6.29 billion from $5.04 billion in 1996. The increase in sales resulted from continued demand growth in the Americas and Asia Pacific markets, the acquisition of Advanced Logic Research, Inc., and the continued growth in sales of the Company's portable products.

Brøderbund Software reported a 22% increase in second-quarter earnings, but investors were apparently not impressed by the company's cost-cutting program as was evident by the -22.34% freefall of the company's stock price. Brøderbund's stock price retreated $5.25 per share to a price of $18.25, after the company announced that it was considering a cost-cutting program that could include job reductions. It said it was seeking to cut annual operating costs by about $5 million and would take a one-time pretax charge of about $2 million in the current quarter. ◆

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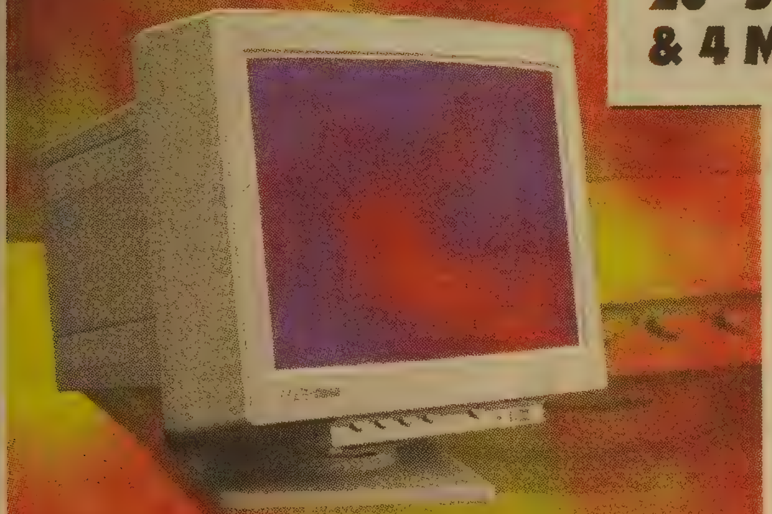

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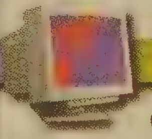

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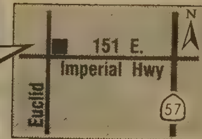

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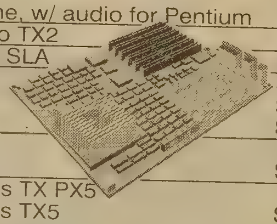
Motherboards



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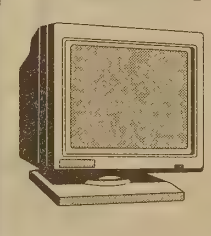

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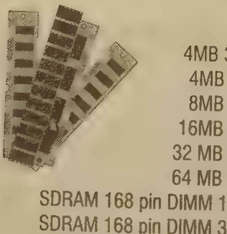

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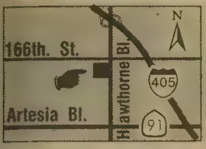

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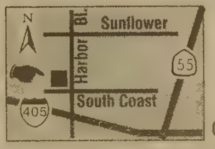

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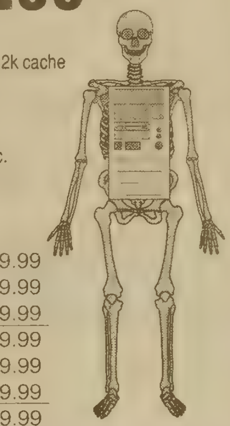

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AMD	K6-166	$479
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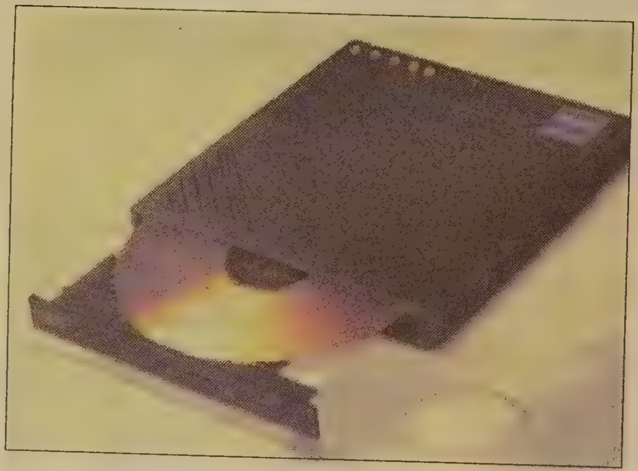
> The Pocket CD is lightweight and small—weighing a mere 15 oz. and measuring only slightly larger than a couple of CD jewel boxes stacked together.



CD-ROM drives have moved from the "accessory" class into the "must-have" category. Still, many older portables and some of the newer ones—especially the sub notebook offerings—come without this essential module. Fortunately, there are lots of ways of getting around that gaping hole. Addonics Technologies' new PCMCIA Pocket CD is one of the slickest solutions I have seen.

This Pocket CD, as its name implies, connects through a PC Card slot. If you are using Windows 95, simply slide the card into the PC Card slot and Windows will recognize that you have added a new piece of equipment and install the correct driver. If you are working under Windows 3.1, Windows for Workgroups, or OS/2 you will need to follow the software instructions that come with the Pocket CD. In any case, you will soon have your CD-ROM drive up and running. Addonics supplies a disk containing installation software and drivers for those systems that do not already have them. When I used the drive with a Windows 95 machine, I did not have to do anything other than plug the PC Card into the slot. I did not have to use the disk that came with the product.

The Pocket CD is lightweight and small—weighing a mere 15 oz. and measuring only slightly larger than a couple of CD jewel boxes stacked together. The drive is fast, running at 20x.

The beauty of the Pocket CD is its versatility. While its primary function is as a CD-ROM drive, it has the added value of working as a standalone audio CD player. When you carry a set of earphones, this little drive lets you listen to your favorite audio CDs when it is not in use on your computer.

The Pocket CD has three options for getting its power. When connected to the computer, it is powered though the PC Card interface. If, for some reason, the computer doesn't supply all of the necessary power, it will draw power from its own internal power supply, four rechargeable NiCd batteries. And finally, Addonics sells an AC power adapter ($12.50). This is great when you want to play audio CDs without drawing down the NiCd batteries, which will run the drive for up to four hours. Addonics has wisely chosen NiCd batteries that are widely used in cell phones and therefore readily available through cell phone retail channels. When the drive is connected to the computer the batteries automatically recharge.

To use the Pocket CD for standalone audio CD, simply unplug the drive from the computer and move a switch on the back to "audio on." At that point, it works much like any portable CD player. You insert the CD and push the play button on the top. There are five buttons: forward and backward to move track by track or rapidly within the track; play; pause; and increase or decrease the volume. It's that simple. A port on the back accepts earphones or external speakers. I ran the system through my PC Works speakers from Cambridge SoundWorks and was amazed at the sound. On the road, of course, earphones are your main option.

I like the Pocket CD a lot, but there were several confusing things when I tried to set it up. The system worked just as I anticipated when I used it as a CD-ROM drive. But the instructions did not let you know that the audio CD controls on the top of the drive are disabled when it is connected to the computer. In those situations, you would use the software controls that come with Windows or OS/2. Remember, this drive is designed primarily for CD-ROMs and it is simply an added feature that it works as a standalone CD player. I also suspect that some of the difficulty I had playing audio CDs was because the laptop I was connected to already had a CD-ROM drive. I think the volume control in the computer software wanted to control an internal speaker, not the speakers I had attached to the Pocket CD. It took a phone call to the technical support folks to figure out how the system was designed. It worked just as they engineered it to work.

continued on page 43

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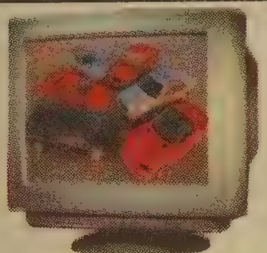

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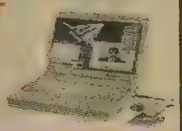

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Quantum Atlas II 9.1 Ultra Wide SCSI AV 3.5	[illegible]
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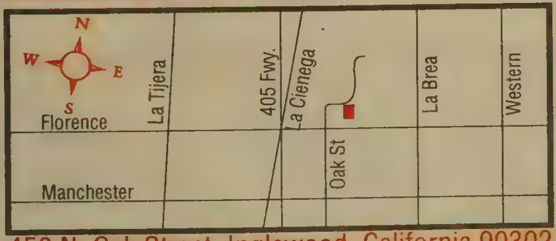

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October 1997
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Addonics also makes a version with a parallel port connection. I prefer the PC Card model because it draws its power directly from the host computer. The parallel port version relies either on AA batteries or the external power supply, but does not draw its power from the host computer. If you are using a portable computer without a CD-ROM drive, the Pocket CD is the perfect addition. It gives you full access to CD-ROM data or software and also doubles as a fine audio CD player when disconnected from the computer.

If you are using a portable computer without a CD-ROM drive, the Pocket CD is the perfect addition. It gives you full access to CD-ROM data or software and also doubles as a fine audio CD player when disconnected from the computer.

Addonics is part of the Acer group, so you know you are dealing with a company that will be around if you need support. Although I had not heard of Addonics before learning about its portable CD-ROM product. I am pleased to see that they have a range of other products designed for portable computers. I will be talking about some of them in coming months. The most exciting of their upcoming releases is a Zip drive that connects through a PC Card slot.

Resources:

Pocket CD, $279 (Parallel Port version, $199)
Addonics Technologies, Inc.
48434 Milmont Dr.
Fremont, CA 94538
1-800-787-8580

PC Works, $99.99
Cambridge SoundWorks
311 Needham St.
Newton, MA 02164
1-800-367-4434

Computer Of The Month

Sony's PCG-719C VAIO Notebook

The number of players offering notebook computers continues along with the capabilities of these computers. The latest entry is Sony. As we might expect, Sony's products are excellent and incorporate its strengths in audio and video products. Its new laptop line carries a fancy logo that says "VAIO," which stands for Video Audio Integrated Operation and that is just what this new notebook does. I evaluated the Sony PCG-719C VAIO notebook.

It does everything we might expect from a laptop—and then some. The basics system, in its lightest configuration, weighs about 5.3 lbs. Sony utilizes a modular construction so you can set things up just about any way you want, depending upon your needs. The 5.3 lbs. configuration leaves out both the CD-ROM drive and the floppy drive, stripping the system down to a hard drive and a single battery. The bay that holds either the CD-ROM or floppy drive can also hold a second lithium ion battery pack ($249.99), which gives you between four

continued on page 46

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- Creative Lab Vibra 16 Sound Card
- Yamaha M7 Speaker System
- Matrox Millennium II AGP 4MB WRAM Video Card
- 1 Parallel Port, 2 Serial Ports
- 5 x PCI Bus, 2 x ISA Bus, 1 x AGP Slots
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- Microsoft Windows 95
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- One Year Full Parts & Labor Warranty

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- Mid Tower Case
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- Toshiba 32X CD-ROM Drive
- Creative Lab AWE64 Sound Card
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- Matrox Millennium II AGP 8MB WRAM Video Card
- 1 Parallel Port, 2 Serial Ports
- 5 x PCI Bus, 2 x ISA Bus, 1 x AGP Slots
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- Microsoft Windows 95
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- One Year Full Parts & Labor Warranty

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- Toshiba 32X CD-ROM Drive
- Creative Lab AWE64 Gold Sound Card
- Altec Lansing ACS48 Speaker System
- Matrox Millennium II AGP 8MB WRAM Video Card
- 1 Parallel Port, 2 Serial Ports
- 5 x PCI Bus, 2 x ISA Bus, 1 x AGP Slots
- Microsoft 104-key Natural Keyboard
- Microsoft Windows 95
- Microsoft PS/2 IntelliMouse
- One Year Full Parts & Labor Warranty

VANTAGE BASIC IIS

Pentium II 300 MMX........	$1595
Pentium II 333 MMX........	$1751
Pentium II 350 MMX........	$1975
Pentium II 400 MMX........	$2221

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- 64MB 10ns SDRAM expandable to 384MB
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- Adaptec 2940UW Ultra Wide SCSI-2 Controller
- IBM 4.3GB 8.5ms Ultra Wide SCSI-2 Drive
- Toshiba 32X CD-ROM Drive
- Creative Lab AWE64 Sound Card
- Yamaha M7 Speaker System
- Matrox Millennium II AGP 4MB WRAM Video Card
- 1 Parallel Port, 2 Serial Ports
- 4 x PCI Bus, 2 x ISA Bus, 1 x AGP Slots
- Microsoft 104-key Natural Keyboard
- Microsoft Windows 95
- Microsoft PS/2 IntelliMouse
- One Year Full Parts & Labor Warranty

VANTAGE POWER IIS

Pentium II 300 MMX........	$1913
Pentium II 333 MMX........	$2059
Pentium II 350 MMX........	$2283
Pentium II 400 MMX........	$2529

- Single Processor Support
- Mid Tower Case
- 64MB 10ns SDRAM expandable to 384MB
- NEC 1.44" 3.5" Diskette Drive
- Adaptec 2940UW Ultra Wide SCSI-2 Controller
- Seagate Cheetah 4.5GB 7.5ms Ultra Wide SCSI-2
- Toshiba 32X CD-ROM Drive
- Creative Lab AWE64 Sound Card
- Yamaha M15 Speakers
- Matrox Millennium II AGP 4MB WRAM Video Card
- 1 Parallel Port, 2 Serial Ports
- 4 x PCI Bus, 2 x ISA Bus, 1 x AGP Slots
- Microsoft 104-key Natural Keyboard
- Microsoft Windows 95
- Microsoft PS/2 IntelliMouse
- One Year Full Parts & Labor Warranty

VANTAGE PLUS IIS

Pentium II 300 MMX........	$2708
Pentium II 333 MMX........	$2854
Pentium II 350 MMX........	$3078
Pentium II 400 MMX........	$3324

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- Mid Tower Case
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- Seagate Cheetah 9.1GB 7.5ms Ultra Wide SCSI-2
- Plextor 14/32X SCSI CD-ROM Drive
- Creative Lab AWE64 Sound Card
- Yamaha M15 Speakers
- Matrox Millennium II AGP 8MB WRAM Video Card
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- One Year Full Parts & Labor Warranty

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- Toshiba 32X CD-ROM Drive
- Creative Lab AWE64 Sound Card
- Yamaha M7 Speakers
- Matrox Millennium II AGP 4MB WRAM Video Card
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- 4 x PCI Bus, 2 x ISA Bus, 1 x AGP Slots
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- One Year Full Parts & Labor Warranty

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COMPUTER NETWORK & COMMUNICATION

continued from page 43

While most of us want to use our CD-ROM drives to transfer data and install applications, the convenience of playing audio CDs on the computer should not be overlooked.

and nine hours of battery operation, depending upon your power conservation choices and how you work.

The PCG-719C uses a Pentium 233MHz processor with MMX technology. Overall, it measures 11.8" x 9.5" x a slim 1.5", making it perfectly suited for real use on the road or at home. The keyboard is large enough to permit efficient touch typing. At home, nevertheless, you may prefer to use a standalone keyboard. Sony even offers one, although any PS/2 keyboard will do the job. The built-in touchpad works well. But if you prefer a mouse, you will have to choose between that and a keyboard unless you choose a serial mouse or buy Sony's docking station ($299.99, a network version is also available, $599.99). The docking station lets you use both an external keyboard and a mouse at the same time. In addition, it holds a battery for recharging and has bays for the CD-ROM and floppy drive.

The system comes with 32MB of RAM, expandable up to 128MB, a 2.1GB removable hard drive, and and active matrix display. which measures 12.1" diagonally and supports XGA resolution (1024 X 768). Of course, you can choose to attach the computer to an external monitor. I hooked it up to my 17" ViewSonic G773 and was pleased with the results. With a good monitor, external keyboard, mouse, and docking station, you have a pretty satisfactory computer for daily use. It is easy to remove the VAIO from the docking station when you want to take it with you.

The CD-ROM drive runs at 14.5x, not the fastest in the world, but certainly adequate. If you need a faster drive, the modular design should make it possible to upgrade in the future. While most of us want to use our CD-ROM drives to transfer data and install applications, the

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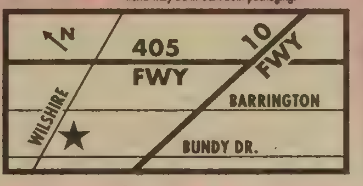

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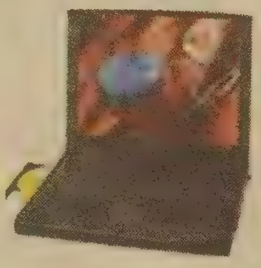

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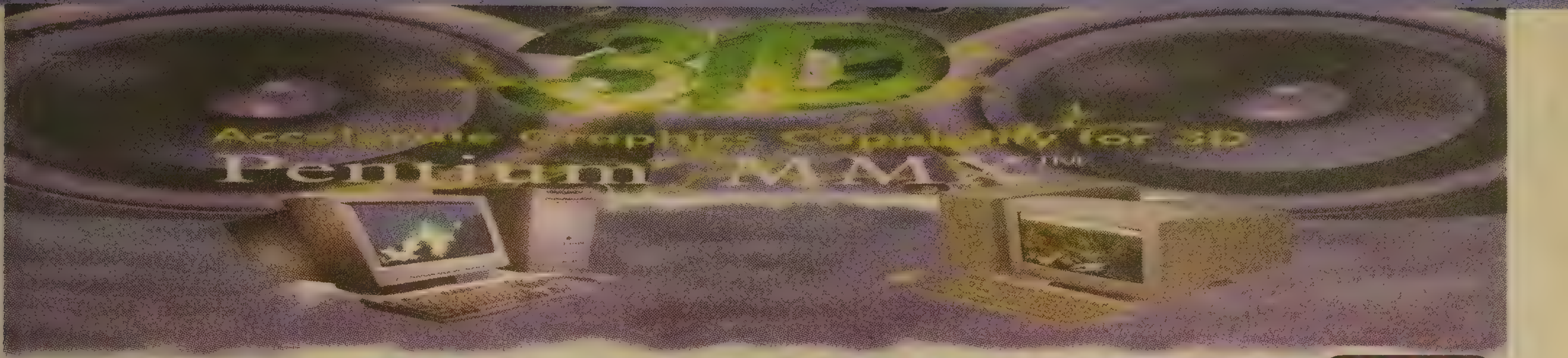
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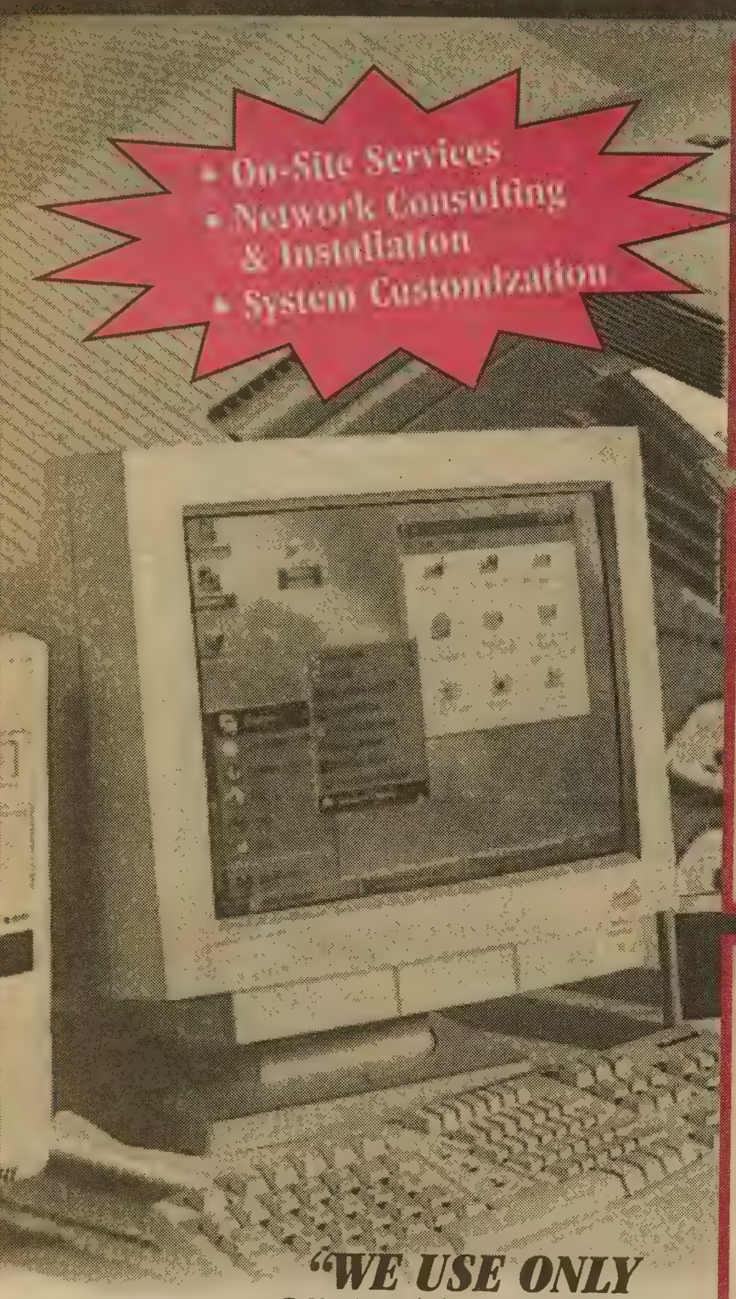

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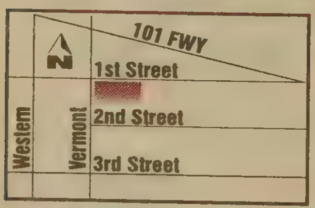

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convenience of playing audio CDs on the computer should not be overlooked. Sony, as we might expect, makes all of this even easier than usual by including a pair of earphones with a remote that lets you do all of the other things you need to do to control an audio CD. Sony also provides for installing external speakers if you want. The sound system that comes with the computer is Sound Blaster compatible.

There are two PC Card slots set up for Zoomed Video and CardBus support. The system has MPEG1 capability allowing full screen display of video. Sony's knowledge of the audio video business shows through in the design of this computer.

To round out the VAIO, Sony includes a 33.6Kbps fax/modem. While I like the fax/modem, I have reservations about selecting an internal design as this will make it difficult to upgrade the modem to a faster model as new options arrive. I prefer a removable modem or better yet a PC Card design that simply plugs in to one of the slots.

In addition to the serial and parallel ports, there is an infrared port. Infrared capability will become increasingly important as additional devices like digital cameras feature infrared ports. Sony offers a digital camera as well as a digital video recorder that can connect through the infrared port.

When I first turned on the computer, I was disturbed that whoever tested this particular computer before me had left gobs of software on the system. I like to see the computer as it comes from the factory. But I quickly discovered that indeed all of this software came from the factory. In addition to Windows 95, the VAIO comes with over two dozen applications—many of them are things you may actually want! The most unusual and interesting of the software items is the Sony Communications Center. This program lets you manage your telephone and fax operations. It works as an answering machine, with multiple mailboxes, fax manager, and phone dialer. It even offers a phone book module.

The PCG-179C VAIO notebook comes with an array of features that set it apart from the rest of the laptops on the market. If you are looking in the under $3000 price range, be sure to check this one out. The package is rounded out with an excellent warranty and 24 hour-a-day free technical support. ◆

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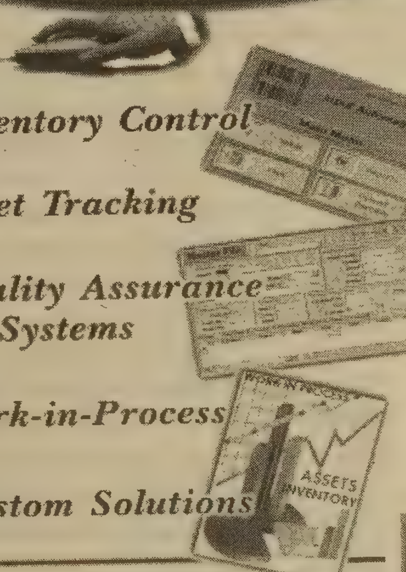

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Handhelds And Doodads

A New Column About Personal Electronic Devices

By Douglas J. Nakakihara

With the Palm III's new infrared beaming feature, the received file is automatically stored in the proper place on the receiver's unit. A special option allows a user to automatically transfer their business card information by pressing and holding the Address Book button.

Palm III with its new infrared beaming feature lets users share information wirelessly with other Palm IIIs.

Welcome to the very first installment of Info Appliance. Each month I hope to bring you interesting and exciting information about PDAs, pagers, mobile phones, and any other personal electronic doodad you can clip to your utility belt or put in your pocket.

Pilot Price Cuts

First off, Palm Computing, Inc. (a subsidiary of 3Com) has announced a price reduction on the PalmPilot Professional and Personal models to $299 ($369 previously) and $199 ($249 previously), respectively. They've also cut the price of the 1MB upgrade to $79 ($129 previously).

According to Dataquest, a worldwide leader in the market intelligence industry, the Pilot holds a staggering 66% share of the standard handheld computing market worldwide. Furthermore, there are reportedly over 5,000 software developers and over 150 developers producing hardware add-ons. With over 1.6 million PalmPilot devices sold, Palm Computing boasts that the platform is the fastest-adopted computing platform in history. These price cuts should go far to increase these numbers even further. In fact, analysts expect the installed base to be near 2.2 million by the end of the year.

But Wait, There's More

Normally, I would say that at these prices you need to run out and get one now; however, on the heels of these price cuts is the announcement of the release of the third-generation Pilot called the Palm III. This time around, there will only be a single model. Although it retains much of the functionality, there are some new features that have me salivating—particularly the infrared port.

The processor reportedly remains the same as that used in the PalmPilot. The back-lit screen is also unchanged. The case, however, is thinner and has rounder corners. The new case is also supposed to be more durable and sports a protective flip case. The stylus is now metal instead of plastic. (Gee, I'm gonna miss the old plastic ones. I loved chewing on them. They were real cheap too.)

Memory has been boosted all the way to 2MB! That's twice as much as the old Professional model. This is a welcome new feature. (Lately, I've had to be pretty selective as to which applications get the honor of being loaded on my Pilot—even with 1MB of memory.)

The new infrared (IR) beaming feature lets users share information wirelessly with other Palm IIIs. You simply select a file or application to be transferred and point the Palm III at another Palm III. The distance between the units needs to be one meter or less. The received file is automatically stored in the proper place on the receiver's unit. A special option allows a user to automatically transfer their business card information by pressing and holding the Address Book button.

This is such a cool feature. I just wish the beam traveled a longer distance. (I mean, my TV remote wouldn't be much good if it had to be a yard away from the TV.) It's kind of funny because some of my co-workers and I were just wishing we had IR capabilities to use during company meetings—sort of the adult equivalent of passing notes in school. I can't wait for the Palm III-to-Palm III games to start appearing and don't think that they won't be among the first apps taking advantage of this new feature.

Of course, copy protection will really become an issue with the new IR transferring ability. However, software developers can reportedly add a security option to their applications to restrict the transfer of applications.

Bundles Of Joy

Bundled with the Palm III will be a CD-ROM from MacMillan Digital Publishing, containing an assortment of third-party applications and utilities. This will include a financial calculator, world clock, Web channel manager, drawing application, conduits to leading desktop PIMs like Symantec ACT! and Microsoft Outlook 97, plus an assortment of games. My guess is that this is a collection of trial commercial applications, along with some shareware and freeware Pilot apps.

I'd look for some marked improvements to the built-in calendar, to do, and address applications,

continued on page 56

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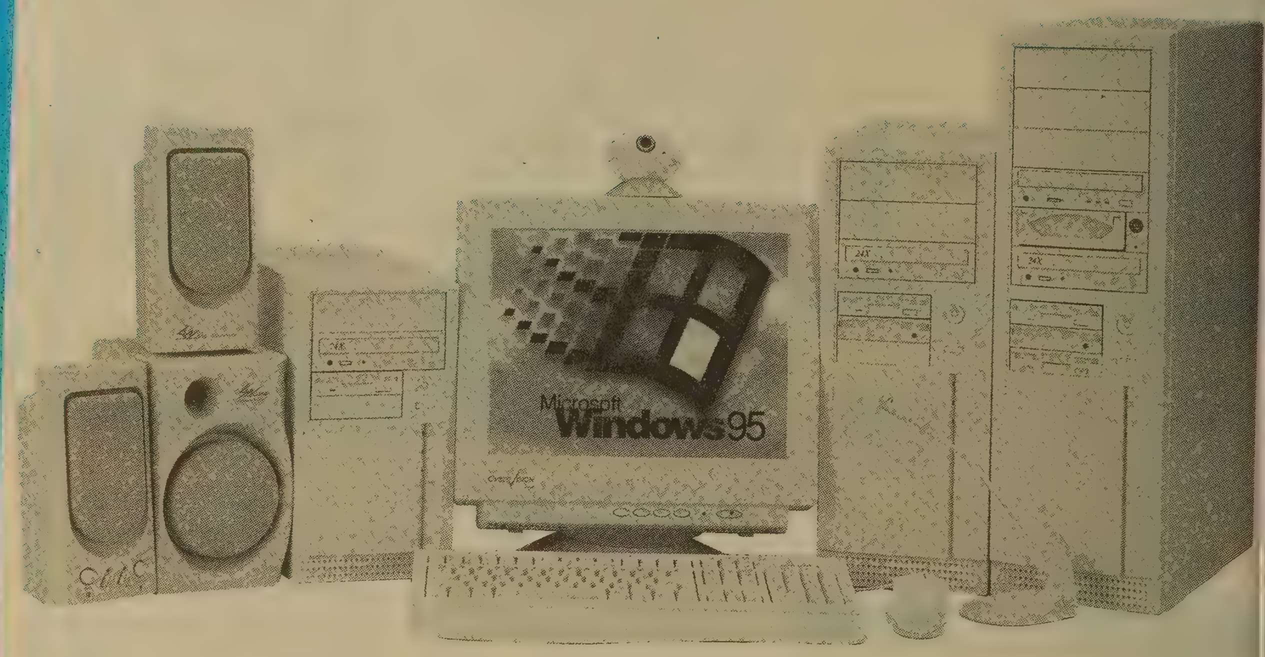

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particularly on the desktop versions, and improved handwriting recognition.

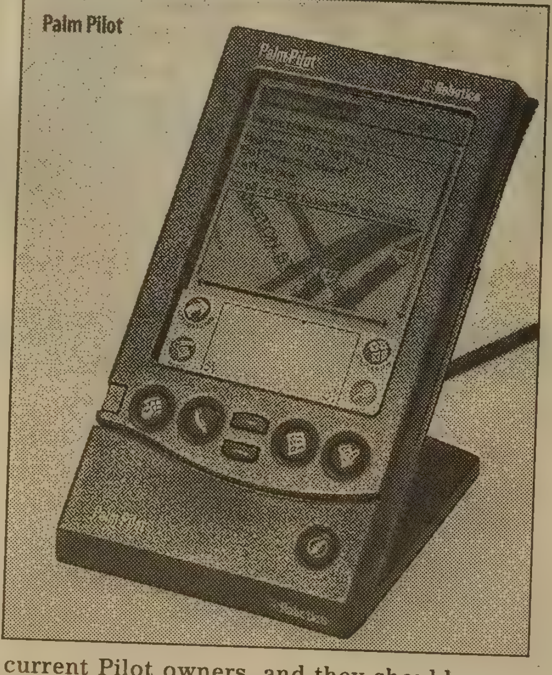
Mac Attack

It appears that 3Com is finally getting serious about Macintosh support. Previously, desktop-dependent PalmPilot functionality, like (hot sync) email and the expense tracking application, were not available to Mac users. A new upgrade to the currently available version 1.0 MacPac package, is expected to be ready this summer. This MacPac upgrade is being written specifically for the Macintosh OS and will provide an "extensible conduit architecture," whatever that means. This architecture will enable third-party companies to develop Mac-specific applications that seamlessly integrate and synchronize with any PalmPilot. A beta version of the SDK (software developer kit) is already available.

Pricing And Upgrading

The Palm III will have a suggested retail price of $399—$100 more than the former top-of-the-line PalmPilot Professional—and is expected to appear in stores in April.

There are two upgrade options available for current Pilot owners, and they should cause some excitement. All registered users of the original Pilot 1000 and Pilot 5000 organizers, as well as the PalmPilot Personal and PalmPilot Professional Edition products, can upgrade to the new OS (version 3.0), 2MB of memory, and—are you ready for this—the infrared port. This gives all current Pilot users the full functionality of the new Palm III. Amazing!



Palm Pilot

The cost of the upgrade is expected to be around $129 and should be available this June. Additionally, all Pilot 1000 and Pilot 5000 owners who purchase the Palm III by June 1998 can trade in their old units and get $75 cash from 3Com. (For more info check out *http://palm.3com.com/newspromo/upgrade.html* .)

Incidentally, the Palm III is equipped with flash memory for software-only upgrades of the Palm OS software, eliminating the previous need to replace the memory card to upgrade the operating system.

My guess on the reasoning for the $75 trade-in allowance is the fact that the original Pilots (1000/5000) do not have the back-lit screen and their cases were supposedly more fragile. However, I'm sure Palm Computing is going to get a ton of mail from upset PalmPilot Personal/Professional owners also wanting the rebate. (It's not just the sleeker and more durable case. It's the bragging rights.)

Even with the new Palm III coming soon, now may be just the time to get your Pilot. At just

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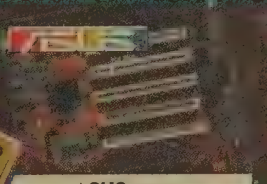
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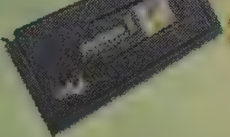
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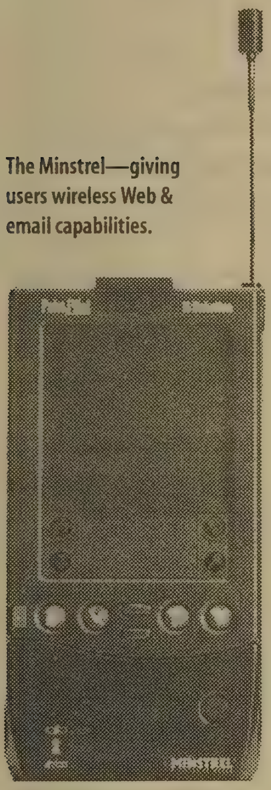
continued from page 56

under $200, the Personal model looks like a great deal—particularly when you consider that you can always upgrade later to all of the new features, including IR. Once upgraded, you'll have the exact same unit as upgraded Professional models for $100 less! Of course, you should be able to pick up a used original model for, say, $80. Gee for around $200, you could end up with nearly the full functionality of the Palm III! The only real thing you give up is the back light (although that's a pretty big feature in my book). Food for thought, eh?

What's In A Name?

Ever since Microsoft announced that it had chosen the name Palm PC for a new line of handheld computers, there has been a lot of speculation as to what the makers of the PalmPilot were going to do. Well, the *New York Times* has reported that Palm Computing is suing Microsoft in Europe for trademark violations. Well duh!

I would be very surprised if Palm Computing was not successful in the suit—at least successful enough to get Microsoft to opt for a different name. Attorneys for a company I used to work for used to successfully oppose any proposed trademark registration that even sounded like the company's name.



The Minstrel—giving users wireless Web & email capabilities.

Wireless

By the time you read this, the Phoenix-based Novatel Wireless should be shipping a 19.2 Kbps wireless IP modem for the PalmPilot called the Minstrel. The Minstrel will give users true wireless Web and email access.

Wireless IP, also known as Cellular Digital Packet Data (CDPD) is a method of transmitting data in small packets of information over the existing cellular phone network. CDPD is a fully digital network overlay, providing all the benefits of digital service, including lower error rates and lower costs.

This $399 clip-on device adds about 1.5 inches to the length and one inch to the depth of the PalmPilot and weighs about eight ounces. It runs on six AAA batteries or you can use an AC adapter (of course, it won't be very wireless in the latter case).

Bundled with Minstrel is a text-only Web browser called Go.Web and a POP3 email client called Go.Mail, both developed by GoAmerica Communications. In addition, Minstrel will also work with third-party PalmPilot TCP/IP applications like HandStamp Pro and HandWeb by SmartCode, which I covered in *MicroTimes* Issue 176.

To use the Minstrel, you will also need a CDPD service account which is available through a variety of vendors, including GoAmerica, AT&T Wireless, and GTE Mobilnet. Not all areas have CDPD service, but it reportedly covers approximately 70% of the US business population. The most notable current non-coverage areas are Los Angeles and Atlanta. GoAmerica provides service based on a monthly amount of data received and sent. Plans range from $15/month to $100/month.

Web Graphics On A Handheld

It seems obvious that viewing Web pages on a handheld is a pretty silly idea, right?

Well, maybe not. AvantGo, Inc. has introduced a technology that automatically consolidates, compresses, transfers, and renders HTML pages for viewing

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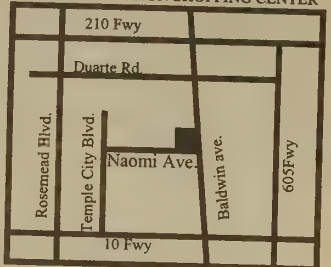

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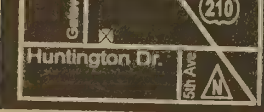

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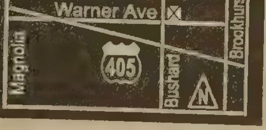
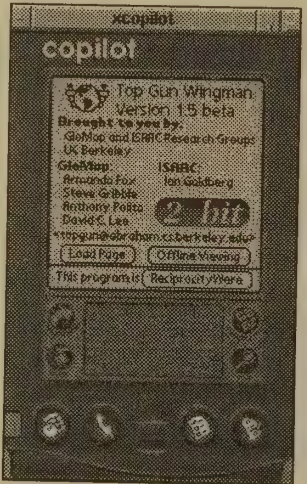


on PalmPilots and MS Windows CE devices. They call it a Web channel manager. In a nutshell, their software converts a Web page into something viewable on a handheld. They claim to be able to render virtually any Web page.

AvantGo's goal is to augment a company's existing intranet infrastructure and provide easy access to things like employee directories, price lists, inventory and other corporate data. It appears that URLs, either local (intranet) or remote (Internet) are pre-defined and then transferred whenever users synchronize their handhelds. This would undoubtedly include remote synchronization via modem, etc.

Some people at the University of California, Berkeley are taking a more open-ended approach. They have developed a PalmPilot app based on a similar technology called Top Gun Wingman (*www.isaac.cs.berkeley.edu/pilot/wingman/*). Now, Wingman acts more like a regular Web browser and allows you to access any URL on the fly. Best of all, this product is absolutely free. Of course, because pages are being translated in real time, there is a small speed penalty while the HTML code and graphics are being processed, but it's surprising how well pages look on a tiny PalmPilot screen.



Top Gun Wingman simulates a Web browser that's absolutely free.

Using your own IP connection, Top Gun Wingman links to a proxy server at the university running on a workstation cluster, and a simple representation of the output is "spoon fed" to the browser client. It supports HTTP, FTP, and gopher protocols, as well as four-color graphics, a large subset of HTML 3, and a user-controllable hotlist and offline browsing cache. Security and HTML forms will be supported soon, although some "forms" functionality is available through the use of "aggregators."

Aggregators are a pre-defined service that goes to certain Web sites to collect and forward whatever data you request. Currently supported aggregator sites include Hotbot, AltaVista, Yahoo search, and TripQuest.

RIP Newton

In an ironic twist of fate, the announcement of the new Palm III happened almost simultaneously with the announcement by Apple Computers that it would discontinue development of the Newton handheld device. Of course, many wonder why the Newton division was not spun-off (again) and sold, but if you think that they didn't try that route, you don't give Apple enough credit. I'm sure it was a financially black and white decision.

Interestingly, Apple has indicated that it will get back into the handheld market next year with Mac OS-based products.

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Well, that's it for this month. If there is something cool that you'd like me to cover, please drop me a line at *djn@ix.netcom.com*. So until next time, keep reaching for the stars and keep those batteries charged. ◆

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New Telework And Teleworker Development System

Learning How To Select Individuals Who Are Ready To Change The Working Structure

By Robert Moskowitz

Corporate leaders are interested in finding a more scientific method for choosing the right people for the right jobs, identifying the individual's unique training and support needs, and delivering services targeted at those needs.

With approximately twelve million Americans currently telecommuting on a regular basis, and with telework widely forecast to be one of the fastest growing trends in the world of business management, HR professionals are going back to their drawing boards to find answers to such questions as:

1. How do you identify managers who are willing and able to make the changes needed to manage others at a distance?
2. How do you know in advance which employees will be successful working outside the organization's physical structures?
3. What criteria will ensure the best uses of human resources when project teams are formed and operated?
4. What types of compensation packages are most effective in non-traditional working situations?

Until the answers to these and other questions become a well-recognized part of the conventional wisdom, HR professionals will remain eager to discover proven methods that can take some of the guesswork out of handling telecommuters.

One of the most interesting bids in this market comes from TDS International, Inc. Formed as a partnership between two experienced management consultants and teachers, the company has collected extensive scientific and anecdotal data regarding people who are already experiencing the so-called "virtual workplace." They have used it to build a system to help HR professionals make more systematic decisions regarding how to build and manage a successful telecommuting program.

"Teleworking began as a bottom-up phenomenon in many companies," says Sandra Fox O'Hara, CEO/Managing Director of TDS International, Inc., a psychotherapist who has many years experience as a leadership consultant and trainer, "where individual employees and their managers negotiated a virtual alternative for a specific project." For many, this grassroots approach has been successful because a self-selected group volunteered for telecommuting and the managers were favorably disposed to it.

Now, however, corporations are responding to telecommuting's potential for higher productivity, improved utilization of resources, and reduced real estate and operational costs by implementing telework as part of their strategic plans. This forces telecommuting on less-than-superb candidates and less-than-enthusiastic managers. Given this level of investment, corporate leaders understandably want telecommuting to be more than just another short-lived management fad. That's why they're interested in finding a more scientific method for choosing the right people for the right jobs, identifying the individual's unique training and support needs, and delivering services targeted at those needs.

Designed to support precisely these kinds of choices, TDSI's telework development system (called the "Synetas Profiler") includes assessment tools specifically developed for selecting, training and supporting a successful telecommuting workforce.

The "Synetas Profiler" centers around an analysis of the employee in three critical areas:

1. His or her relationship to the organization and the manager, including a focus on career expectations, corporate affiliation, teleworking satisfaction and teleworking beliefs.
2. His or her work-life balance, which includes the integration of both personal and family/support system needs.
3. His or her personal resources, including self-direction/independence, self-management/personal boundaries, competition, problem-solving/decision-making, and life satisfaction.

TDSI then produces a report called the Telework Quotient, which covers these three areas.

Relationship With The Employer Organization

The teleworker's relationship with his or her employer organization is the traditional

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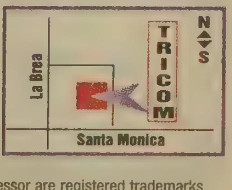

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province of the Human Resource professional. But it becomes much more complex when the employee works at a remote site even just 10–20% of the time.

Managing this relationship successfully is not easy, but it's essential to a teleworker's long-term high performance. An effective manager of telecommuters must understand the individual employee's style, competence, and needs, and be able to design accountability structures to maximize that person's performance.

Managers in many companies are typically wary of teleworking. They are frequently concerned about being held responsible for the work of employees whom they do not see every day. But while this concern is certainly valid, it need not block the road to successful telecommuting. For example, one Human Resources Vice-President within a large corporation successfully manages his staff while teleworking between three states. He knows that with the proper training and support, almost anyone who is successful can adapt to the virtual workplace.

According to TDSI, a dissatisfied employee in the traditional workforce whose motivation is waning can be spotted quickly. But not so when the person is telecommuting. Most often, a drop in satisfaction, then motivation, and finally the decrease in performance that usually follows can sneak up on managers who are unprepared to monitor their telecommuters.

That's why learning how to select individuals who are ready for this change in working structure, and discovering how to provide the necessary training so others can make this change, will provide a significant competitive advantage for companies. Investing in the human side of teleworking will help employees make the most of their personal resources, their work-life balances, and their relationships with the corporation—greatly influencing initial satisfaction, which in turn will favorably impact their motivation.

> The teleworker's relationship with his or her employer organization is the traditional province of the Human Resource professional. But it becomes much more complex when the employee works at a remote site even just 10–20% of the time.

Work-Life Balance

Another predictor of long-term success as a telecommuter is the individual's ability to integrate work with personal life. The new or prospective teleworker is asked to assess the impact of this working arrangement on him- or herself, as well as on members of his or her family, friends, hobbies, and responsibilities.

The difficulty of being at home, yet being unavailable is a recurrent theme in teleworking households. Successful teleworkers achieve a work-life balance that contributes to telework success by anticipating these difficulties and setting up new patterns of relationships that effectively and satisfactorily balance the needs of all involved. The more successful teleworkers

continued on page 70

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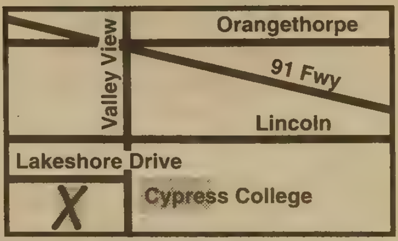

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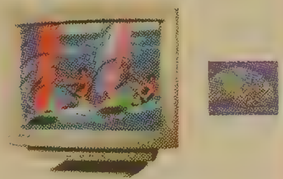

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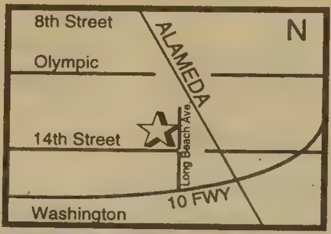

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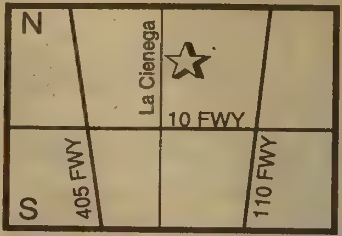

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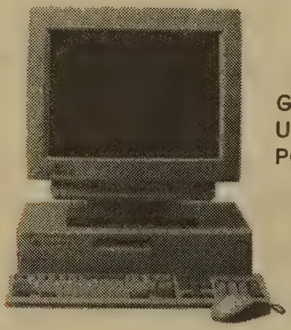

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continued from page 66

generally report that they have negotiated with their significant others regarding all the necessary changes, and have clearly defined the time, place, interruption parameters, and other boundaries of their work.

The concept of balance is important, because sustained satisfaction, motivation, and high performance arise not only from meeting the needs of the teleworker, but from meeting the needs and fulfilling the agendas of all the stakeholders involved at the teleworker's home (even the babies).

Personal Resources

These include the individual telecommuter's ability to manage needs, anxieties, and relationships; the ability to self-direct his or her effort and energy; skill in making decisions and solving problems while walking the fine line between information one already has and information one must obtain from others.

"The selection and training of managers is key to success," says Dr. Helen H. Solomons, the other principal of TDSI, an expert in managing others successfully from a distance, and the President and Founder of the European Women's Management Development Network, which held its first USA conference in Philadelphia in 1996, "although we hear much more about the training and support targeted at the employee level."

> A drop in satisfaction, then motivation, and finally the decrease in performance that usually follows can sneak up on managers who are unprepared to monitor their telecommuters.

"The fact is," comments Solomons, "learning to manage from a distance involves a paradigm shift for managers, and making this transition begins by examining beliefs, habits, and anxieties in training before new skills can be developed."

To facilitate this paradigm shift, TDSI offers customized training modules to address the specific needs of individual managers and employees, as well as the various relationships between them. If you'd like to be part of the TDSI project at this early stage, contact Sandra Fox O'Hara by telephone at (610)430-3448 or 1-800-220-1365, or *sandra@tdsi-inc.com* .

"The goal is to avoid 'blanket training' where everyone gets everything, much of which is not needed and promptly forgotten," says O'Hara. Training is targeted to lend support to each person in his or her specific areas of need, helping them "hit the ground running" onto the virtual landscape.

Online Mentoring Services

To continue collecting anecdotal data, TDSI has established an email address *(VirtualZoo@tdsi-inc.com)* where telecommuting employees, managers, and their families can share their successes and dilemmas with other telecommuters. When asked, O'Hara offers some of these people advice via email, based on her expertise as a professor, consultant, mentor, and leadership coach.

O'Hara believes that families trying to reap the benefits of the technology without being consumed by it need help learning how to manage the healthy integration of virtual work with traditional family life. Becoming a telecommuter "is a time of re-learning and re-negotiating roles and expectations," O'Hara says.

continued on page 74

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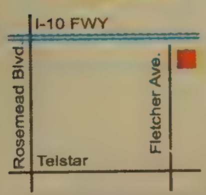
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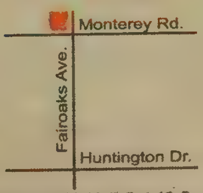
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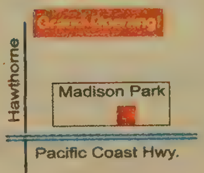
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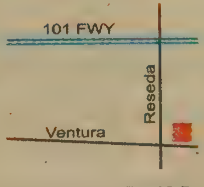
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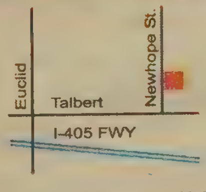
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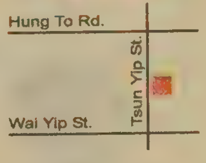
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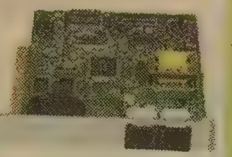

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THROUGHPUT TESTS									
Highly Compressible File									
One-Way Transfer (cps)	11,479	11,487	11,487	11,487	11,412	11,487	11,488	11,492	11,487
Two-Way Transfer (cps)	11,233	8,228	8,233	8,226	9,272	8,210	8,228	11,493	8,205
Local-Loop Simulation									
Successful Calls (Percent)	99	90	98	98	98	97	97	97	97

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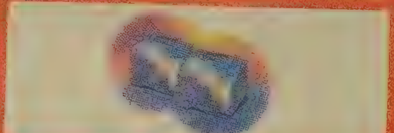
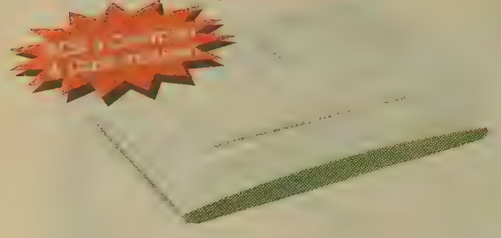


KOMODO

SCSI Color Flatbed Scanner

Ultra 30 Bit, 600x600dpi, A4/Letter Size
Max. Res 9600 dpi
$109



14"

1024x768, 13.1"
SVGA N/I .28
$129

15"

1280x1024, 13.9"
SVGA N/I .28
$159

17"

1280x1024, 15.9"
SVGA N/I .28
One per customer
$289

21"

1600x1200
SVGA N/I .25
Made in Japan
$869

ALL MONITORS COME WITH 2-YEAR MFG WARRANTY
Not Responsible For Typographical Errors.

PROCESSORS

intel.

KEY BUY Pentium® 200 MHz w/MMX™ Processor	$119
Pentium® 233 MHz w/MMX™ Processor	$179
233 MHz Pentium® II Processor	$249
266 MHz Pentium® II Processor	$349
300 MHz Pentium® II Processor	$549
333 MHz Pentium® II Processor	$599
350 MHz Pentium® II Processor	$699
400 MHz Pentium® II Processor	$899

AMD

AMD K6-200MHz	$99
AMD K6-233MHz	$149
AMD K6-266MHz	$239

Cyrix

Cyrix 6x86M2 PR200	$139

HARD DRIVES & CONTROLLER

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2.5GB Caviar	$129
3.2GB (Ultra ATA) AC33200	$149
4.3GB (Ultra ATA) AC34300	$169
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Maxtor

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IBM

4.3GB Ultra ATA	$179
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8.4GB Ultra ATA	$299
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Adaptec

1542	$79
2940U	$135
KEY BUY 2940UW	$159
3940UW	$419

MODEMS

USRobotic 56K X2 EXT	$149
USRobotic 56K X2 w/Voice INT	$159
USRobotic 56K EXT w/Voice	$169
USRobotic 56K INT	$139
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SmartLink 56K X2 w/Voice EXT	$89
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Full-Tower 250W P.S.	$49
ATX Desk-Top UL	$79
ATX Mid-Tower UL	$69
ATX Full-Tower UL	$105
GT-151 Mini-T UL	$69
GT-210 Mid-T UL	$105
GT-151 Full-T UL	$159

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72-Pin Standard FPM or 72-Pin EDO

8MB (2x32)60ns	$15
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32MB (8x32)60ns	$59
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128MB (32x32)60ns	$379

168-Pin SDRAM

32MB (4x64)10ns	$59
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Ethernet NE2000 Compatible, PCI	$25
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3C 900TPO Ether III PCI	$65
3C 900Combo Ether XL PCI	$85
SuperStack II Hub 10, 12 Port	$476
SuperStack II Hub 10, 24 Port	$839
SuperStack II PS Hub 40, 12 Port	$453
SuperStack II PS Hub 40, 24 Port	$804
SuperStack Switch 1000, 12 Port	$1559
SuperStack Switch 1000, 24 Port	$2635
Optiquest UPS-280E/420E/650E	$95/$140/$210
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All UPS with Free Power Management Software

APC
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Back-Ups Pro 280 PnP for Win 95	$139
Back-Ups Pro 420 PnP for Win 95	$232
Back-Ups Pro 650 PnP for Win 95	$285
Back-Ups Pro 280	$105
Back-Ups Pro 400	$145
Back-Ups Pro 600	$239
Smart-Ups Pro 450w/(Network Bundle)	$289
Smart-Ups 700	$369
Smart-Ups 1400	$639

TAPE BACKUP/ZIP

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Iomega Zip Drive Ext. Plus Parallel SCSI	$129
Iomega Jazz Int./Ext. SCSI	$249/269
T300 Colorado Int. IDE	$159
HP Surstore T4-I 4/8GB SCSI w/Tape	$299
Syquest SYJET 1.5GB Int. SCSI	$279
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MULTIMEDIA

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SoundBlaster 16 PnP	$39
KEY BUY SoundBlaster AWE64 PnP (Value)	$65
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24X Toshiba EIDE	$66
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32X Toshiba SCSI	$99
DVD Toshiba CD-ROM 2nd Generation	$139
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VIDEO & TV CARDS

ATI Technologies

Xpression+ 3D PC2TV 4MB SGRAM	$89
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matrox

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AGP Millennium-II 4MB WRAM	$139
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Productivia 6100 8MB AGP (0)	$92

MONITORS

MAG

KEY BUY DJ530 15" 1280x1024 SVGA with JAG Controls	$209
710JV2 17" 1280x1024 .28	$319
DJ700 17" 1280x1024 SVGA with JAG Controls	$399
DJ800 19" 1600x1200 .26	$729

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17" GT775 1600x1280, .25, Sonictron	$579
17" PT771 1600x1280, .25, Sonictron	$599
17" PT775 1600x1280, .25, Sonictron	$679
20" G800 1600x1280, .28, Sonictron	$949
21" P810 1600x1280, .25, Sonictron	$1149
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$1249

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6.4GB Ultra-DMA, 1.44MB FDD
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Diamond 3D 4000 AGP w/4MB
17" SVGA-NI 1280x1024 Monitor
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Toshiba 2nd Generation DVD Rom
Real Magic Hollywood DVD/MPEG-2 Card
(Compatible w/all VGA Cards/AC3)

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- 1280x1024 @ 80Hz (NI)
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- PC & MAC Compatible

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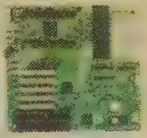
Shuttle Computer
ISO 9002 Certified



Intel Pentium® CPU Shuttle Intel TX MB 512K Cache/Cooling Fan 4PCI, 3ISA (AT) 3 DIMM, 4 SIMM	Intel Pentium® II CPU Shuttle Intel P2 LX MB AGP 512K Cache/Cooling Fan 4PCI, 21SA, 1AGP 4 DIMM, 4 SIMM (ATX)
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One entry per person/per visit please, no purchase necessary.
Drawing wil be held on 5/1/98 at Torrance store's Grand Opening. Winner will be notified by phone or E-mail.
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- 3D and Video at up to 1920x1200 resolution

8MB WRAM
(Retail Package)

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MAIN BOARD

intel

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Atlanta 440LX w/SC	$169
KEY BUY Atlanta 440LX	$159
Longtree 430TX	$139
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Portland-PII w/Audio	$189

ASUS

TX97XA w/Audio	$189
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TX97XE/TX97X 512K	$129
Triton TX97/97E 512K	$119
KEY BUY P2L97 440LX	$139
P2L97DS Dual P-II w/Ultra-Wide	$379

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555 Triton VX 512K 4 PCI, 3 ISA, 2 DIMM, 4 SIMM, AT	$79
KEY BUY 569 Triton TX 512K 4 PCI, 3 ISA, 3 DIMM, 4 SIMM, AT	$79
637 P-II 440LX 4 PCI, 2 ISA, 1 AGP, 4 DIMM, 4 SIMM, ATX	$109
571 Triton TX 512K 4 PCI, 3 ISA, 3 DIMM, 4 SIMM, AT, LDCM	$105

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KEY BUY MINOLTA

PageWorks 6L Laser Printer 6ppm, 600x600dpi (Letter, Legal, Executive)	$299
PageWorks 20 Laser Printer 20ppm, Max. 1200dpi, 600x600dpi	$899
Color PageWorks Laser Printer 12ppm/3ppm color, 600x600dpi	$2799

HEWLETT PACKARD

HP Desk Jet 720C	$319
HP Desk Jet 890CXI	$409
HP Laser Jet 6LXI	$379
HP 5100 Scanner	$269
KEY BUY HP 6100C Scanner	$689

EPSON®

Epson Stylus 400	$169
Epson Stylus 600	$229
KEY BUY Epson Stylus 800	$309
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F:909-466-6229

Fountain Valley
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F:714-428-0860

Hong Kong
T:852-2763-4222
F:852-2790-6163

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VirtualZoo is the first online mentoring service for telecommuters that offers twenty-four-hour response time and up to four contacts per event. It's not therapy, nor chatting with a friend. But it can help telecommuters sort out the types of challenges faced in merging work, family and personal life through professional coaching from a leadership consultant, psychotherapist, trainer, and expert in the Human Resource issues affecting the remote workforce.

"Having a professional who is right there to listen and give practical suggestions to get through the tough spots is a terrific service to people," O'Hara says. "Just taking the time to write out the dilemma is the first step in dealing with the issues. Most people who contact the VirtualZoo are competent, bright, and highly-motivated people who love telecommuting, and they don't want to jeopardize the arrangement," O'Hara adds. "Having a confidential way to sort things out gives them the shot in the arm they need to make it work."

Sandra Fox O'Hara developed the VirtualZoo as an online extension of her mentoring practice, when she heard from remote workers about their varied struggles in setting up and maintaining successful home offices. VirtualZoo, a service of TDS International, Inc., is presently free of charge but will soon shift to a subscription basis for both corporations and individuals.

> "The selection and training of managers is key to success, although we hear much more about the training and support targeted at the employee level."
>
> —*Dr. Helen H. Solomons, TDSI*

Stories From The VirtualZoo

Here, from the annals of "VirtualZoo," are two case histories:

At midnight on Tuesday, Greg Hunt was 2,000 miles from his boss and on another planet with regard to his wife. As one of America's 12 million telecommuters, he didn't know how to manage it all. The first 6 months had gone very well, but now things were piling up on him—demanding deadlines that required late nights, family stress, and exhaustion.

Clare Pietrella was in her first month of telecommuting. She had made the case to her manager and was the first at her company to leave the traditional office and join the remote workforce. But now she was under tremendous pressure—not from home or from her manager. It was coming from inside her. A compulsive worker, she needed everything precisely in order and going smoothly. Her anxiety about managing work and personal life in the same time and space, and pulling it off perfectly made it hard for her to sleep, even though she couldn't name one thing that was going wrong.

Both Greg and Clare went to their PCs at 1:00 am and sent messages to their telecommuting coach at VirtualZoo. By noon the next day, both had received responses that helped them sort through their issues, and try ways of dealing with their dilemmas.

Greg's first steps were to lay out all his impending activities on his calendar, then check with his boss about the work to be done, and talk over with his wife the activities looming on his home front. O'Hara advised him not only to start exercising again to rebuild his energy level, but to set absolute limits in terms of the time he would spend in the office and the time he would spend at home and also asleep. He also decided to re-negotiate his roles and responsibilities at home, and to do this when he was fully rested and not feeling stretched to the breaking point.

continued on page 78

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First Name

Last Name

Company Name

Title

Address

City

State

Zip Code

Area Code Phone Number – –

Area Code Fax Number – –

E-Mail Address

E-mail address (continued)

Number of Employees
○ 1 to 10 ○ 50 to 100
○ 10 to 50 ○ Over 100

What Is Your Purchase Time Frame?
○ 1 Week ○ 3 Weeks
○ 2 Weeks ○ 4 Weeks

Please Rank Your Choice
H=High L=Low
Ⓗ Ⓛ Price Ⓗ Ⓛ Service
Ⓗ Ⓛ Reseller Ⓗ Ⓛ Warranty
Ⓗ Ⓛ Onsite Support
Ⓗ Ⓛ Compatibles
Ⓗ Ⓛ Brand Name

To Be Used Where ? ○ Business ○ Home ○ Network

I Would Like To Receive My Quotation Sent To Me By: ○ Fax ○ Phone ○ E Mail ○ Mail

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○ PC NAME BRAND ○ MACINTOSH
○ PC COMPATIBLE ○ Network WORKSTATION
○ PC NOTEBOOK ○ Network FILESERVER
○ MACINTOSH NOTEBOOK

PICK YOUR PREFERENCES
○ Name Brand
○ Compatibles
○ No Preference

Step 1: Enter PC System Brand Name & Model #. If Preference

Step 1: Enter NoteBook Brand Name & Model #. If Preference

Quantity / Choices
① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ My Budget For System Is ○ Under $1000 ○ $1000 to $1999 ○ $2000 to $2999 ○ $3000 to $3999 ○ $4000 to $4999 ○ Over $5000
10 or More ○ Call Me For A More Detailed Quote. ○ Quote Me For Selected Upgrade/Peripherals Choices Only. ○

STEP TWO: SYSTEM CONFIGURATION: ○ INTEL ○ PENTIUM ○ PENTIUM MMX ○ PENTIUM PRO ○ PENTIUM II ○ DUAL CPU'S
○ MACINTOSH ○ MACPOWER BOOK ○ MacCLONE ○ AMD ○ CYRIX

CPU MHz & SPEED: ○ 5X86 ○ 6X86 ○ K-6 ○ Quadra ○ PowerPC
○ 266 ○ 233 ○ 200 ○ 180 ○ 166 ○ 150 ○ 133 ○ 120 ○ 100

BUS TYPE ○ PCI ○ VLB ○ EISA ○ ISA

CACHE ○ 64K ○ 128K ○ 256K ○ 512K

RAM: ○ EDO ○ SRAM ○ 4MB ○ 8MB ○ 16MB ○ 32MB ○ 64MB ○ 128MB

MONITOR: ○ SVGA ○ VGA ○ MONO ○ 26 DPI
○ 14" ○ 15" ○ 17" ○ Non Interlace ○ 28 DPI
○ 20" ○ 21" ○ Multisync

HARD DISK DRIVE: ○ 100MB+ ○ 800MB+ ○ 1GB+ ○ 2.5GB+ ○ 4GB+
○ IDE ○ SCSI ○ ZIP DR ○ JAZZ ○ 2GB+ ○ 3GB+ ○ 6GB+

FLOPPY DRIVE: ○ 1.44MB and/or ○ 1.2MB

FAX MODEM: ○ Internal ○ External
○ 33600bps ○ 56000bps ○ 28800bps

CASE TYPE: ○ Mid Tower ○ Desktop ○ Full Tower

VIDEO CARD RAM ○ 512KB
○ 1MB ○ 2MB ○ 3MB ○ 4MB

POINTING INPUT DEVICES: ○ Any Mouse ○ MS Mouse ○ Keyboard
○ Serial ○ Bus ○ PS2 ○ Trackball ○ Joystick ○ Ball Point ○ Pen

OPERATING SYSTEM NEEDED: ○ Windows 95 ○ OS2/Warp
○ Win NT ○ Mac ○ UNIX ○ DOS/Windows 3.11

STEP THREE: MULTIMEDIA UPGRADE ○ Please Add To Step 1 & 2 Quotation ○ Please Quote Me Separately

CD ROM DRIVE: ○ Internal ○ External
○ IDE ○ SCSI
CD ROM TITLES INCLUDED:
○ 1-5 ○ 5-10 ○ 11+

○ 8X ○ 10X ○ 12X ○ 16X ○ 20X

○ BRAND NAME ○ No Brand Name Preference
CD ROM Brand Name and Model Number

SOUND CARD
○ 16Bit
○ 32Bit
○ 64Bit

SPEAKERS
○ Less Than 25W
○ 25 to 50W
○ 50 to 75W
○ More Than 75W

STEP FOUR: NOTEBOOK SECTION - Please Note You Must Make Choices In Steps 1 & 2 To Complete Step 4

SCREEN TYPE: ○ 10" ○ 11' ○ 12'
○ Active Color ○ Dual Scan ○ 13'

PCMCIA SLOT:
○ Type II ○ Type III ○ Type IV

○ Audio Capable ○ Docking Station ○ Extra Battery
○ Fax Modem ○ CD\MultiMedia

STEP FIVE: NETWORKING NEEDS: ○ Please Contact Me on My Networking Needs Indicated Below
○ Software ○ Hardware ○ Consultation ○ Design ○ Installation ○ Administration ○ MS Workgroups
○ Users 2 to 10 ○ Users 10 to 50 ○ Users Over 50 ○ Lantastic ○ Apple Talk ○ Novell ○ MS NT

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STEP SIX: UPGRADES & PERIPHERALS: ○ Ink Jet Printer ○ Tape Backup ○ Accelerator ○ Digitizer
○ Laser Printer ○ Color Printer ○ Dot Matrix Printer ○ Flat Bed Scanner ○ Hand Scanner

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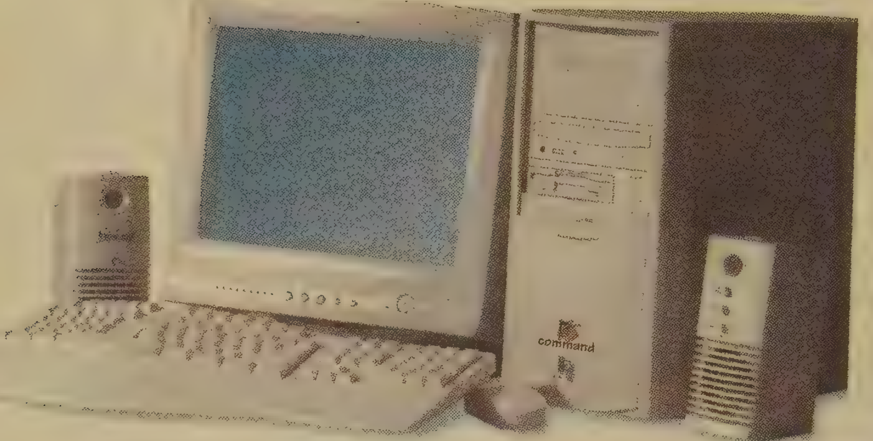

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- 3D Surround Sound Speakers
- 56K Voice Fax/Modem
- 1.44MB Floppy Disk Drive
- 104-key Keyboard and Mouse
- Microsoft Windows 95
- Lotus smartsuite 97 software
- Maximus Mid Tower Case
- 3 Year Parts & 1 Year Labor Warranty

200MHz Intel Pentium Processor w/MMX Technology	$1088

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CyberVision 19" .26dp Digital Monitor	$378

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- **8GB Ultra ATA Hard Drive**
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- New ATI ALL-IN-WONDER PRO 4MB SGRAM AGP Graphics Card (PC Magazine Editors' Choice, Dec 2, 1997)
- 17" .27dp Digital Color Monitor
- Wave64 3-D Wave Table Full Duplex Sound Card
- 3D Surround Sound Speakers
- 56K Voice Fax/Modem
- 1.44MB Floppy Disk Drive
- 104-key Keyboard and Mouse
- Microsoft Windows 95
- Microsoft Office 97, Small Business Edition
- Maximus ATX Mid Tower Case
- 3 Year Parts & 1 Year Labor Warranty

400MHz Intel Pentium II Processor	$2538

Upgrades

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CyberVision 21" .25dp Digital Monitor	$598

"ATI ALL-IN-WONDER PRO ... PC Magazine Editors' Choice, December 2, 1997".

This PC Magazine's top pick wonder card offers seven leading edge features - Intelligent TV Tuner with DBX Stereo, 2D Graphics Acceleration, High Quality Video Playback, Still and Motion Video Capture, TV Set Display, 3D Graphics Acceleration plus Multimedia & Gaming Software- it lets you experience the future of technology today. Featuring an intelligent TV Tuner which allows you to zoom in on the action, capture video from your TV, VCR or camcorder or even run an instant replay! ALL-IN-WONDER PRO offers the best 3D performance while playing games or adding 3D elements to design or multimedia projects. Plus, enjoy awesome 2D performance, ultra high resolution, full-motion video and TV display, to play games, or do presentations on a big screen TV. Best of all, installation is easy. Simply plug it in, attach your antenna or cable and optional TV, VCR, or camcorder, and away you go.

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- Lotus SmartSuite 97 Software
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333MHz Intel Pentium® II Processor	**$1738**

MAGNUM PRO SERIES $1358

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- 32X Max Variable CD-ROM Drive
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- 3D Surround Sound Speakers
- 56K Voice Fax/Modem
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- 15" .27dp Digital Color Monitor
- 32X EIDE CD ROM Drive
- Wave-64 3-D Wave Table Full Duplex Sound Card
- 3D Surround Sound Speakers
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- 104-key Keyboard and Mouse
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- Maximus ATX Mid Tower Case
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300MHz Intel Pentium™ II Processor	$1338

MAGNA SERIES $858

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- 2MB 64-BIT 3-D Graphics Accelerator with TV Output
- 14" .28dp Digital Color Monitor
- 24X EIDE CD ROM Drive
- Wave-64 3-D Wave Table Full Duplex Sound Card
- 3D Surround Sound Speakers
- 33.6K Voice Fax/Modem
- 1.44 MB Floppy Disk Drive
- 104-key Keyboard and Mouse
- Microsoft Windows 95
- Lotus SmartSuite 97 Software
- Maximus Mid Tower Case
- 3 Year Parts & 1 Year Labor Warranty

233MHz Intel Pentium™ Processor w/MMX™ Technology	$908

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17" .27dp to 19" .26dp Monitor	$378
17" .27dp to 21" .25dp Monitor	$598

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continued from page 74

O'Hara coached Clare to list everything that had gone well for her as a telecommuter, and also the things that had gone wrong. She also suggested that Clare talk with her manager about his expectations and how he would define success for her as she pioneered the telecommuting program. Looking at the reality of what was expected, along with how well things were actually going, turned out to be the beginning of Clare's relaxing into the new working paradigm.

Symantec Is Talking About Telecommuting

Symantec is continuing its push into the telecommuting market by sponsoring a one-day seminar that recently traveled to ten cities and helped bring the message of telecommuting benefits to the masses. The seminar offered corporate leaders—who can take responsibility for putting telecommuting into their organizations—opportunities to speak with some big names in the world of telecommuting consulting and expertise, and to learn about the latest telecommuting trends.

The "Keynote Speakers" rotated appearances at the different conference dates, so attendees could hear one of the following: Gil Gordon, a leading management consultant specializing in implementing telecommuting programs; Joanne H. Pratt, a consultant and futurist who helps organizations adopt new work patterns, including virtual office and telecommuting; or Jack Nilles, another consultant and author on telecommuting.

Topics covered included:

- Cost-benefit evaluations.
- Evaluating and maintaining a telecommuting effort.
- Issues of internet access and email.
- Planning and policy issues.
- Real-time collaboration across distances.
- Security issues.
- Selecting candidates for telecommuting.
- Setting up home-based workspaces.
- Supporting telecommuters across distances.
- Various software issues.

The one-day session ended with an exhibit of telecommuting technology.

So far, the show has been rolled out to single locations in Seattle, Boston, Toronto, Chicago, Santa Clara, Los Angeles, Washington D.C., New York, Atlanta, and Dallas during February and March.

To find out about future scheduled sites or for more details about the program's content, call Symantec at 1-800-257-2478. ◆

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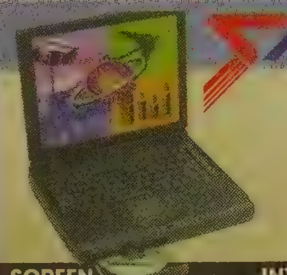

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- Lithium-Ion Battery
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13.3" XVGA TFT	166MMX	32M EDO	2.0GB	$1800
14.1" XVGA TFT	166MMX	32M EDO	2.0GB	$1950
14.1" XVGA TFT	233MMX	32M EDO	3.0GB	$2080

SAGER NP8600

- 16MB EDO TO 48MB, 256K CACHE
- SVGA 800X600 2M VIDEO 64 BIT PCI BUS
- 20X SPEED CD-ROM
- 16 BIT STEREO SOUND SYSTEM
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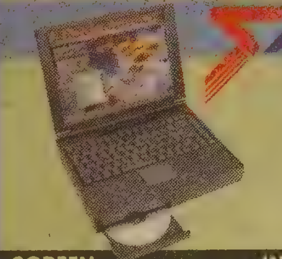
- 3.5" 1.44MB FDD
- TV OUTPUT, ZV PORT
- NI-MH BATTERY
- 2 TYPE II OR 1 TYPE III PCMCIA SLOT
- TOUCH PAD, CARRYING BAG

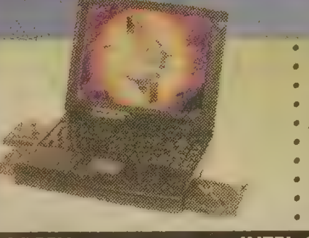
SCREEN	INTEL CPU	RAM	HARD	PRICE
12.1" Dual Scan	166MMX	16M EDO	2.0GB	$1200
12.1" Active Matrix	166MMX	16M EDO	2.0GB	$1340
12.1" Active Matrix	200MMX	32M EDO	2.0GB	$1415
12.1" Active Matrix	200MMX	48M EDO	3.0GB	$1510



SAGER NP8700

- 16MB EDO RAM EXPANDABLE TO 144MB
- 256K PIPELINE BURST SYN CACHE
- REMOVABLE HDD 2.1GB/3.0GB/4.0GB
- 2MB VIDEO RAM (EDO)
- REMOVABLE FULL SIZE 20X SPEED CD-ROM
- 16 BIT SOUND SYSTEM SUPPORT 3D SOUND
- 2 TYPE II OR 1 TYPE III PCMCIA SLOT
- ZOOM VIDEO PORT • TV OUTPUT
- 1 USB PORTS • OPTION: MO DRIVE, INTERNAL AC ADAPTER, LI-ION BATTERY

SCREEN	INTEL CPU	RAM	HARD	PRICE
12.1" SVGA TFT	166MMX	32M EDO	2.0GB	$1520
12.1" SGA TFT	200MMX	32M EDO	3.0GB	$1600
13.3" XGA TFT	200MMX	32M EDO	3.0GB	$1650
13.3" XGA TFT	233MMX	64M EDO	4.0GB	$1845



NP6100

- 16MB EDO TO 128MB EDO
- SVGA 800X600 2M VIDEO, 64 BIT PCI BUS
- 20X SPEED CD-ROM
- 16 BIT STEREO SOUND SYSTEM
- REMOVABLE HDD 2.1GB/3.0GB/4.0GB
- 3.5" 1.44MB FDD • TV OUTPUT , ZV PORT
- 512K PIPELINE CACHE
- 2 PCMCIA TYPE II & III
- TOUCH PAD, CARRYING BAG
- OPTION: LI-ION BATTERY

SCREEN	INTEL CPU	RAM	HARD	PRICE
12.1" Active Matrix	166MMX	32M EDO	2.0GB	$1320
12.1" Active Matrix	200MMX	32M EDO	2.0GB	$1350
12.1" Active Matrix	200MMX	64M EDO	2.0GB	$1410
12.1" Active Matrix	233MMX	128M EDO	3.0GB	$1630

NP8260

- 512K PIPELINE CACHE
- 64 BIT 3D 4MB EDO RAM
- 16MB SD RAM TO 128MB RAM
- 20X SPEED CD-ROM
- 3D SOUND
- 2 TYPE II OR 1 TYPE III PCMCIA SLOT
- LITHIUM-ION BATTERY
- VIDEO-IN SUPPORTS VIDEO CAPTURE
- ZV-PORT & CARD BUS
- OPTION: MO DRIVE, ZIP, LS-120, 2ND HDD

SCREEN	INTEL CPU	RAM	HARD	PRICE
15.1" Active Matrix	166MMX	32M SD	2.0GB	$2380
15.1" Active Matrix	200MMX	32M SD	2.0GB	$2410
15.1" Active Matrix	233MMX	32M SD	3.0GB	$2510
15.1" Active Matrix	266MMX	64M SD	4.0GB	$3105

NP7200

- 16MB EDO RAM EXPANDABLE TO 128MB
- 512K PIPELINE BURST SYN CACHE
- REMOVABLE HDD 2.1GB/3.0GB/4.0GB
- 4MB VIDEO RAM (EDO)
- FULL SIZE 20X SPEED CD-ROM
- 16 BIT SOUND SYSTEM SUPPORT 3D SOUND
- 2 TYPE II OR 1 TYPE III PCMCIA SLOT
- ZOOM VIDEO PORT
- TV OUTPUT • 2 USB PORTS
- OPTION: LI-ION BATTERY

SCREEN	INTEL CPU	RAM	HARD	PRICE
13.3" XGA TFT	166MMX	32M EDO	2.0GB	$1770
13.3" XGA TFT	233MMX	32M EDO	2.0GB	$1850
14.1" XGA TFT	166MMX	32M EDO	2.0GB	$1900
14.1" XGA TFT	200MMX	32M EDO	3.0GB	$1980

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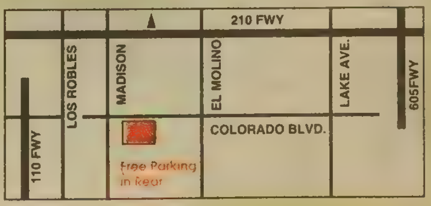

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- Windows 95 Keyboard
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333 MHz	$ 1,335

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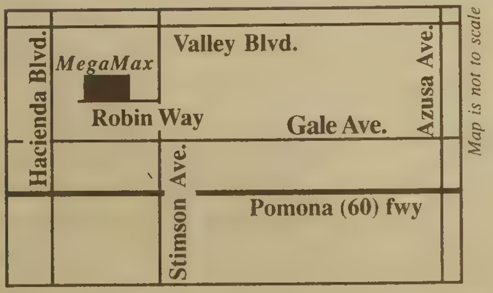

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The Graphics Subsystem

Display And Performance Issues

By Fabian Pascal

If a component fails to support your preferred mode, does not provide quality images, or slows down performance, excellence in the other components won't help.

This month's installment is devoted to the graphics subsystem, which consists of the following components:

- monitor
- graphics adapter
    - video chipset
    - RAM DAC
    - video RAM
- driver
- bus between graphics and processor subsystems

The system board and its chipset, which determines the bus type (PCI or AGP) and, thus, bus speed—also play a part. For a given system board and chipset, however, performance will vary with adapters and their drivers.

Aside from performance, quality of image also counts. Sharpness, brightness, stability, screen, and color resolutions are determined by the monitor and by the adapter's Digital to Analog Converter (RAM DAC) and amount of video RAM. Business graphics (2D) performance is determined by the adapter's chipset, video RAM type, bus type, speed, and driver. 3D graphics and video are separate matters beyond the scope of this series.

When configuring the graphics subsystem, you first need to establish your preferred mode of operation, then match components on it for best image quality and maximum performance. If a component fails to support your preferred mode, does not provide quality images, or slows down performance, excellence in the other components won't help.

Your Display Mode

A working mode is a combination of the following:

Screen resolution: The amount of content that can be displayed on the physical screen. The higher the resolution, the more can be displayed. Higher resolutions make working in windowed, multitasking environments more productive and convenient. But only to a point, because at a given screen size, increasing resolution also decreases the size of displayed items (text, windows, icons), which becomes a problem for your eyes. That's why smaller monitors don't even support such high resolutions.

You must establish the maximum resolution that you are comfortable with. With a 21" monitor screen, I reach my limit at about 1600 x 1200 (horizontal and vertical, respectively).

Refresh rate: The vertical frequency with which the screen is refreshed (image is updated) determines flicker. Too much flicker can tire you quickly and cause headaches. According to Eizo-Nanao's Bob Diaz "The 70Hz refresh rate is considered the start of what we call flicker-free. Research has shown that the higher the refresh rate, the better, so 75Hz is now considered the minimum and 85Hz ideal. At 100Hz there may be some very slight 'gain'; and if there is any above 100Hz, there is no proof."

Color resolution (or depth): The more colors are supported, the higher the quality of the screen image. More colors require higher amounts of video RAM, which increases price. Unless you are doing high-end, very sophisticated graphics work, such as CAD/CAE, 65,536 colors are sufficient for common business purposes.

Generally, performance will decrease when increasing resolution, refresh rate and color depth. Select a monitor/adapter/driver combination that offers high quality images in your preferred mode—the desired screen and color resolutions at the highest possible refresh rate within the 75–100Hz range—at high performance. My mode is 1600 x 1200 x 65K colors at minimum 75Hz and preferably 100Hz refresh.

Matching Components

Monitor specs include the maximum horizontal and vertical frequencies, beyond which it will not operate. The Eizo FX-E8's (see "System Specifics" sidebar) for example, are H:110KHz and V:160Hz. Resolutions beyond these upper limits will get you a "Signal out of Range" error message. Diaz suggests the following formula for a rough estimate of the maximum refresh rate supported for a preferred vertical resolution: Maximum horizontal fre-

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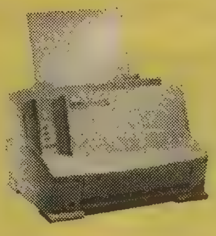

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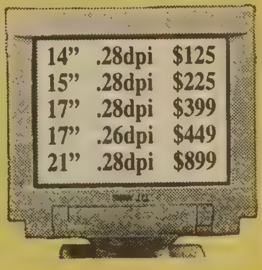

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quency divided by vertical resolution, with the result divided by 1.05, is approximately equal to maximum vertical frequency.

Given a monitor's maximum horizontal frequency (110,000Hz for the FX-E8) and a preferred vertical resolution (mine is 1200), the estimated maximum vertical frequency (refresh rate) is 110,000/1200/1.05=87Hz, well below the monitor's upper limit of 160Hz and even above the more desirable 85Hz rate. Note that the preferred horizontal resolution (mine is 1600) has no bearing on the calculation.

For 1280 x 1024 the formula yields 136Hz for the FX-E8 (lower resolutions are supported at higher refresh rates). Thus, if the graphics adapter and its driver support your preferred resolution at a refresh rate too high for the monitor, or too low for your health (or results in poor performance), you may have to work at a lower resolution. Selection of a proper monitor/adapter/driver combination should be aimed at avoiding this.

Graphics adapter makers publish supported screen and color resolutions and refresh rates. Note very carefully, however, that a display mode of operation consists of combinations of these—which ones you actually get depends on the adapter's driver! Unless the driver supports your desired combination with good performance, the card's specs per-se do not mean much. The Diamond FireGL 1000 Pro card (see "System Specifications" sidebar), for example, supports screen resolutions of up to 1920 x 1280 and refresh rates of up to 120Hz, but only the following specific combinations are implemented by its NT driver at 65,536 color resolution:

640 x 480: 60, 75, 85, 100, 120Hz
800 x 600: 60, 75, 85, 100, 120Hz
1024 x 768: 60, 75, 85, 100, 120Hz
1152 x 864: 60, 75, 85, 100, 120Hz
1280 x 1024: 60, 75, 85, 100Hz
1600 x 1200: 60, 75, 85Hz
1600 x 1280: 60, 75, 80Hz
1920 x 1080: 60, 75Hz
1920 x 1200: 60, 70Hz

Thus, even though the FX-E8 monitor supports 1600 x 1200 x 65K colors at 87Hz, the maximum refresh rate available at that resolution is only 85Hz. This is still OK, but other adapters/drivers may have more severe limitations. For example, some cards offer 60Hz, 72Hz, 75Hz and 100Hz, but not the 75Hz, 85Hz, and 95Hz key rates, which may force you into a lower rate than the maximum supported the monitor, and is undesirable healthwise. Indeed, it turns out that 1920 x 1280 is actually quite acceptable with the FX-E8 (see below), but even though the formula yields 82Hz, the FireGL NT driver supports this resolution at maximum 70Hz, below the minimally advocated rate of 75Hz!

Diaz also raises the issue that "All graphics cards seem to use a little too much overhead in their timings, and the maximum refresh always seems to be about 90% to 98% of the correctly calculated maximum rate. This is less of a problem for rates for which there are VESA Standard Timings—60Hz, 70Hz, 72Hz, 75Hz, and 85Hz—which almost all card makers follow. But there are no published VESA standards for rates above 85Hz and the actual refresh rate can be even lower than 90% of the correct one. The bottom line is that it's all up to the card maker's design."

An incompatibility between the card/driver and monitor can even result in a mode which is theoretically supported by both, but does not

continued on page 88

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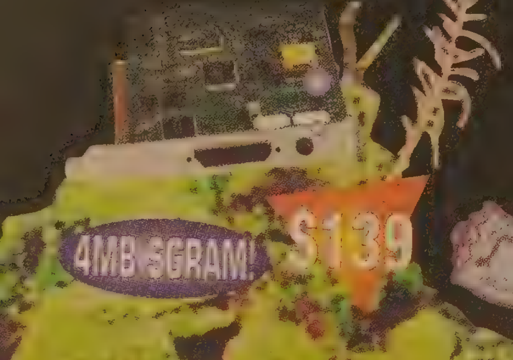

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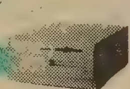

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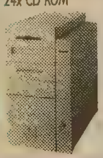

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continued from page 84

work in practice. Nadeem Muhammed, a Diamond engineer, argues that "Without a detailed investigation, it is not always obvious why any given mode is not offered, or supported correctly in a given card/monitor combination. Many monitors have very conservative timing data, which do not push them to their maximum capablities. For example, I am unable to select any mode over 1152 x 870 for an Eizo FX-C5, unless I force the use of some alternative monitor setting."

Hence the need for careful matching of quality components, particularly in high-end operation modes.

Performance

My first article in this series compared the PC system to a pipe, where the narrowest section determines overall throughput. This metaphor also applies to the subsystems, including graphics. As *Tom's Hardware Guide* explains, graphics data goes through four steps from the CPU to your monitor:

1. from bus to the graphics chipset
2. from chipset to video RAM
3. from video RAM to RAM DAC
4. from RAM DAC to monitor

and each of the steps can be a bottleneck.

Port vs. Bus

Performance in the first step is determined by the system board, its chipset and the type and speed of buses it supports. Most graphics cards are PCI devices. At the current system bus speed of 66MHz, the PCI 2.0 bus speed is half that, 33MHz, depending on how good the system board implementation is. This translates into a 133MB/sec transfer rate.

System boards have also started supporting the new, Accelerated Graphics Port (AGP) and AGP cards are already available. AGP is intended to speed up graphics performance in two ways:

- higher bandwidth than PCI, not shared with other devices
- better utilization of video RAM, by also using main memory for some graphics processing, and concurrent RAM access by CPU and video chipset

AGP is capable of four times the PCI throughput—528MB/sec—in its X2 mode (and even GB/sec in the forthcoming X4 mode); and because it is a port, not a bus supporting multiple devices, all the bandwidth is available exclusively to the graphics adapter. However, the maximum bandwidth of the current 66MHz system bus and SDRAM is also 528MB/sec, which means that the throughput of AGP in X2 mode (which some current cards don't even support!) can be sustained only by using all bandwidth for graphics operations and nothing else!

Since this is, of course, impossible, faster system bus and memory are necessary for AGP gains to materialize. Which is yet another important justification for the 100MHz system bus: with a 800MB/sec throughput, the forthcoming AGP version for the faster bus will be exploitable.

Some of the benefits from the use of main memory will accrue mainly to 3D graphics, but in any case, to take any advantage of this feature, support from the operating system is also required and it will only become available in NT 5.0 (you can use an AGP card under NT 4.0, even with an existing PCI driver—AGP is a PCI extension—but it will perform the same as a PCI card).

Video RAM, Chipset, And RAM DAC

Tom's Hardware Guide identifies the bottleneck in these two steps as "graphics memory lying in between two very busy devices—the graphics chipset and RAM DAC—and having to serve both all the time. The higher the screen and color resolutions, the more data is transferred from the video chipset to video RAM and the faster data must be read by the RAM DAC to send to the monitor. But with regular DRAM, the RAM DAC must wait for the chipset to finish."

There are three ways around this problem:

Dual ported video RAM: VRAM or WRAM memory which can be accessed simultaneously by both devices, which is more expensive than regular DRAM. WRAM is faster, yet cheaper than VRAM. Employing such memory allows for high color resolution/refresh rate combinations.

Wider video bus: The data path between video chipset, memory and RAM DAC went from 32-bit to 64-bit and now 128-bit for some cards. At least 4MB is needed to take full advantage of the latter (2MB for 64-bit cards).

Faster clock rate: SGRAM, a type of SDRAM, runs at 100MHz and 125MHz and 133MHz are contemplated.

Recommendations

For high quality images and to protect your health, if you can afford it, go for a high quality 21" monitor. For high resolutions, you also need to consider the monitor's dot pitch: The lower the pitch, the clearer the details. For example, my previous monitor, an older Nanao 21" model, had a .28mm pitch; switching to the .26mm pitch of the FX-E8 was a considerable improvement: It makes the details, particularly text, at 1600 x 1200 much clearer and easier on the eyes. Moreover, it makes even 1920 x 1280 acceptable, which the older monitor could not. This, however, comes at a price.

Resources:

Tom's Hardware Guide
http://sysdoc.pair.com

DisplayMate, $69 (direct)
Sonera Technologies
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www.displaymate.com

To ensure that it supports your preferred display mode, use the formula in reverse to calculate the horizontal frequency which the monitor must support for your desired vertical resolution and refresh rate combination, then verify that its specs are consistent with it. Thus, for my desired vertical resolution of 1600 at 100Hz refresh a monitor's horizontal frequency spec must be 114KHz or higher, well within the capabilities of the FX-E8.

Note: You may prefer a USB monitor, to take advantage of the simplicity and higher performance of the USB port on the system board. But you will have to wait for NT 5.0 to use any USB devices, as NT 4.0 does not support it. Eizo offers a USB hub for its non-USB monitors like the FX-E8, to preserves your rather considerable investment (more on USB in future articles).

A graphics adapter with a 128-bit data path and at least 8MB of SGRAM—with a good driver!—should get you high quality and performance at high resolutions and refresh rates. Since currently there isn't any advantage to AGP cards, and given the established support of PCI, lack of OS support for AGP, and the likelihood that the specs will change for the 100MHz system bus, stick to a PCI card until the faster systems and AGP implementations mature.

Make sure the card comes with a driver that supports your preferred display mode with good performance at a healthy refresh rate and, most importantly, test the mode for compatibility with the monitor (it would be nice if the driver allowed 1Hz increases in refresh rate, at least within the 75–100Hz range, but only one product used to allow for that).

The Diamond FireGL Pro is a 64-bit card with 8MB 100MHz SGRAM and a NT driver which supports 65K colors at 1600 x 1200 x 85Hz and is compatible with the Eizo FX-E8 monitor. For how it performs, stay tuned.

Slot 1 System

You can use the DisplayMate utility to test image quality and accuracy and tune your monitor/adapter combination for best results.

(I would like to thank Bob Diaz from Eizo and Bob Nelson from Diamond for their cooperation and help). ◆

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System Specifications Sidebar on page 203

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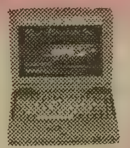

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460CDT	P-166,10X	32MB	2.1GB	12.1" DST	$2599
465CDX	P-166,10X	32MB	2.1GB	12.1" TFT	$1799
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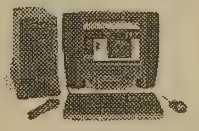

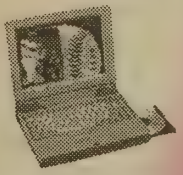

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Memory	16MB	32MB	64MB
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IBM ThinkPad	$89	$199	$499

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Megahertz XJ1228	33.6kbs PCMCIA Fax/Modem	$99.00
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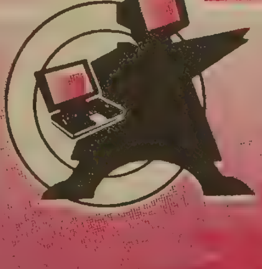

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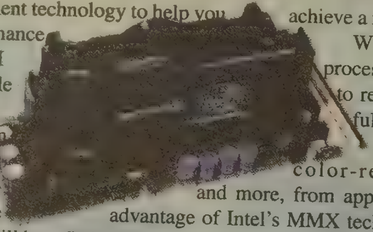

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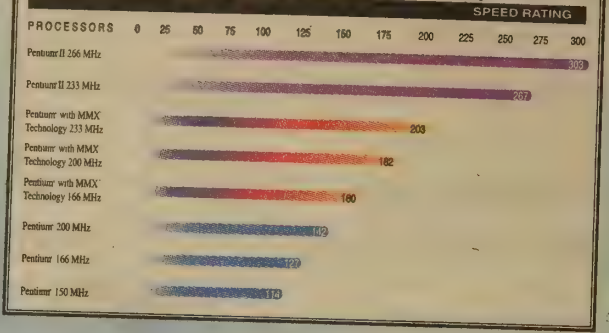

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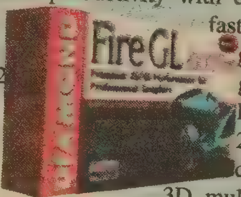

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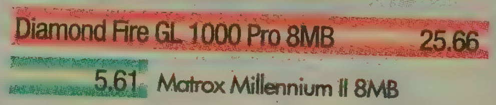

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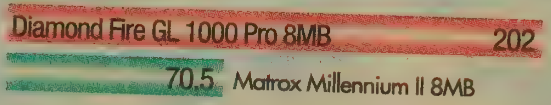

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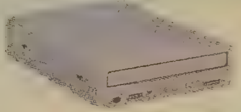

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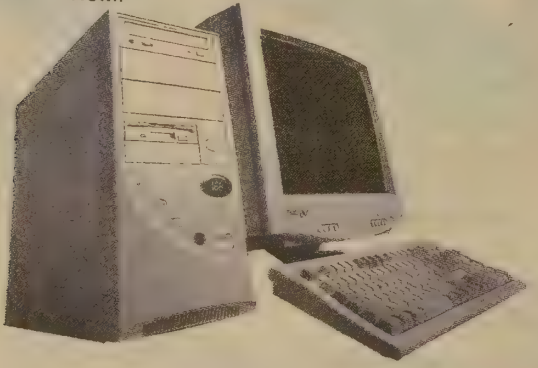

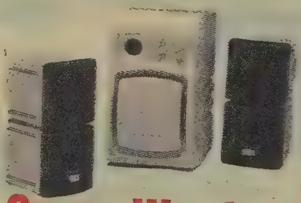

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- *104-Key *Win95' Keyboard*
- *Hi-Resolution Mouse
- *Mid Tower Case, 6 Drive Bays
- *Microsoft Windows 95'

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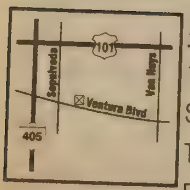

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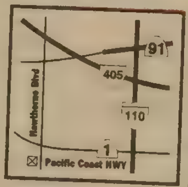

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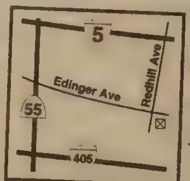

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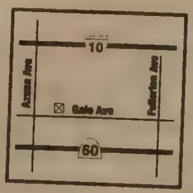

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- *Diamond Stealth 3D 2MB EDO RAM 3D Graphics, MPEG Video Playback
- *15" 1280x1024 .28 NI SVGA Monitor
- *24X EIDE CD-ROM Drive
- *16-Bit 3D PnP Stereo Sound Card
- *200 Watts Stereo Speakers
- *30+ Popular Bundled CD Titles
- *56K Voice Fax Modem
- *High Speed Serial / Parallel Port
- *104-Key Win95' Keyboard
- *Hi-Resolution Mouse
- *Mid Tower Case, 7 Drive Bays
- *Microsoft Windows 95'

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Pentium® 200 MMX $849	**K6-233 MMX** $849
Pentium® 233 MMX $879	**K6-266 MMX** $949

PowerMedia

- *512K Pipeline Burst Cache
- *32MB Hi-Performance EDO RAM
- *1.44MB Floppy Drive
- *4.3GB Ultra ATA Hard Drive
- *Diamond Stealth 3D 2MB EDO RAM 3D Graphics, MPEG Video Playback
- *17" 1280x1024 .28 NI SVGA Monitor
- *24X EIDE CD-ROM Drive
- *Sound Blaster AWE64 PnP Sound Card
- *200 Watts Stereo Speakers
- *30+ Popular Bundled CD Titles
- *56K Voice Fax Modem
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- *104-Key Win95' Keyboard
- *Hi-Resolution Mouse
- *Mid Tower Case, 7 Drive Bays
- *Microsoft Windows 95'

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Pentium® 200 MMX $1119	**K6-233 MMX** $1119
Pentium® 233 MMX $1149	**K6-266 MMX** $1219

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- *Intel 430TX / 440LX / 440BX AGP Chipset
- *512K Pipeline Burst Cache
- *32MB Hi-Performance SDRAM
- *1.44MB Floppy Drive
- *4.3GB Ultra ATA Hard Drive
- *Matrox Mystique 220 4MB SGRAM RAM
- *17" 1280x1024 .28 NI SVGA Monitor
- *24X EIDE CD-ROM Drive
- *Sound Blaster AWE64 PnP Sound Card
- *200 Watts Stereo Speakers
- *56K Voice Fax Modem
- *High Speed Serial / Parallel Port
- *104-Key Win95' Keyboard
- *Hi-Resolution Mouse
- *Mid Tower Case, 7 Drive Bays
- *Microsoft Windows 95'

Pentium® 233 MMX $1199	**Pentium® II 333** $1699
Pentium® II 233 $1399	**Pentium® II 350** $1899
Pentium® II 300 $1599	**Pentium® II 400** $2099

ThunderMedia

- *Intel 430TX / 440LX / 440BX AGP Chipset
- *512K Pipeline Burst Cache
- *32MB Hi-Performance SDRAM
- *1.44MB Floppy Drive
- *100MB IDE ZIP Drive
- *8.0GB Ultra ATA Hard Drive
- *Diamond Stealth 3D Pro / 4000 AGP 4MB
- *17" ViewSonic E771 .27 1280x1024 Monitor On-Screen Display Control, Win95 Plug & Play
- *32X EIDE CD-ROM Drive
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ThunderMedia DVD

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- *512K Pipeline Burst Cache
- *64MB Hi-Performance SDRAM
- *1.44MB Floppy Drive
- *100MB IDE ZIP Drive
- *8.0GB Ultra ATA Hard Drive
- *Diamond Stealth 3D Pro / 4000 AGP 4MB
- *17" ViewSonic E771 .27 1280x1024 Monitor
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- *MPEG-2 Dxr2 Decoder Card
- *Sound Blaster AWE64 PnP Sound Card
- *Super Woofer & Satellite Speaker Systems
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- *High Speed Serial / Parallel Port
- *104-Key Win95' Keyboard
- *Hi-Resolution Mouse
- *Mid Tower Case, 6 Drive Bays
- *Microsoft Windows 95'

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Pentium® 233 MMX $1699	**Pentium® II 333** $2199
Pentium® II 233 $1899	**Pentium® II 350** $2449
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SuperMedia

- *Intel 440LX / 440BX AGP Chipset
- *64MB Hi-Performance SDRAM
- *1.44MB Floppy Drive
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- *Adaptec 2940 UltraWide SCSI Controller
- *Diamond Fire GL Pro 1000 8MB AGP
- *19" MAG DJ-800 .26 1600x1200 Monitor On-Screen Display Control, Win95 Plug & Play
- *32X EIDE CD-ROM Drive
- *Sound Blaster AWE64 PnP Sound Card
- *Super Woofer & Satellite Speaker Systems
- *30+ Popular Bundled CD Titles
- *US Robotics 56K V.90 Fax Modem
- *High Speed Serial / Parallel Port
- *104-Key Win95' Keyboard
- *Hi-Resolution Mouse
- *Full Tower Case, 10 Drive Bays
- *Microsoft Windows 95'

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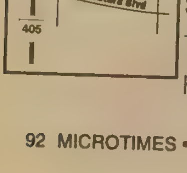
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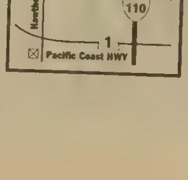
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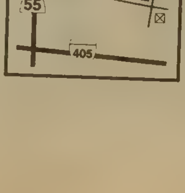
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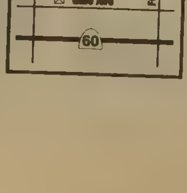
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- Hi-Speed Serial / Parallel Port
- Lithon-Ion Battery
- Microsoft Windows 95'

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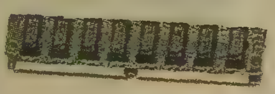

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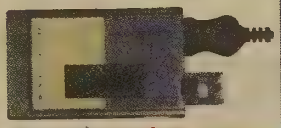

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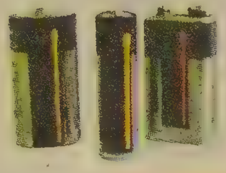

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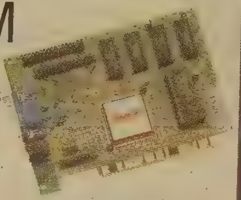

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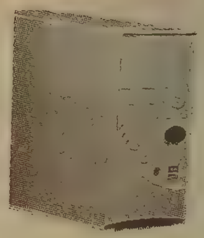

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Ball Bearing CPU Fan

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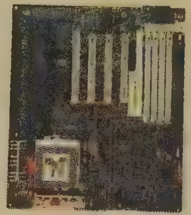

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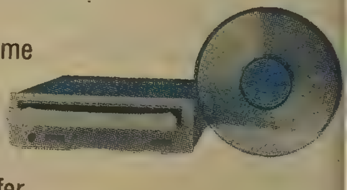

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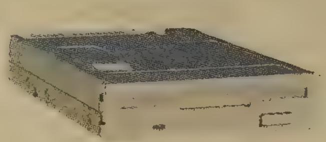

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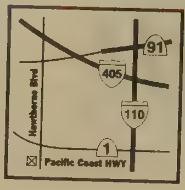
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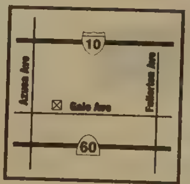
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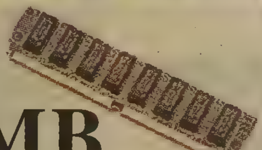

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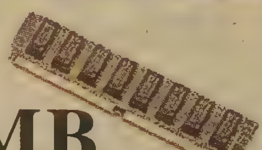

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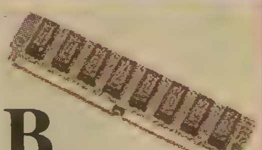

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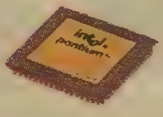
intel®  intel inside pentium II

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AMD K6 MMX PROCESSOR Cyrix 6x86MX PROCESSOR

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AMD K6 MMX PROCESSOR

AMD K6 Processor
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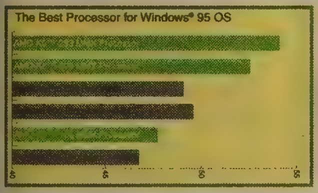
512K Pipeline Burst Cache



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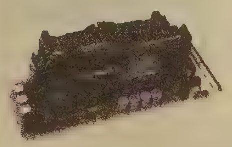
K6-266	MMX	$\$309^{99}$

MMX intel inside pentium II

Intel Pentium II 266 8K Cache CPU
Intel 440LX AGP AT Board
Ball Bearing CPU Fan



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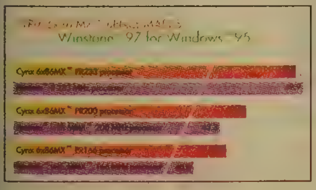
Cyrix 6x86MX PROCESSOR

6x86MX Processor
Intel Triton TX Motherboard
512K Pipeline Burst Cache



6x86MX-200	$\$159^{99}$
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MMX intel inside pentium

Intel Pentium® MMX Processor
Intel Triton TX Motherboard
512K Pipeline Burst Cache

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intel	$489	$569	$689
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- 4x168-Pin DIMM
- On Board Adaptec UW SCSI
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- 2x168-Pin DIMM
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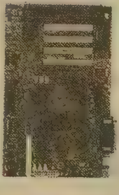
intel	$289	$279	$309

$149.99



P2B98

- New 440BX 100 MHz AGP chipset
- Pentium II 233-400MHz+, ATX
- 3x168-Pin DIMM, 384MB Max
- 5xPCI / 2xISA / 1xAGP Slots
- Ultra DMA/33, ATX Form Factor

	233	266	300
intel	$449	$529	$649
	333	350	400
	$779	$879	$1079

$199.99

P2L97-S

- Pentium II 233-333 MHz
- New Intel 440LX AGP Chipset
- 3x168-Pin DIMM, SDRAM, EDO, ECC
- 5xPCI / 2x ISA / AGP slots
- Ultra DMA / 33, ATX Form Factor
- Adaptec 2940 Ultra Wide SCSI

	233	266	300
intel	$499	$579	$699
	333	350	400
	$829	N/A	N/A

$249.99

P2L97-DS

- Dual Pentium II 233-333 MHz
- New Intel 440LX AGP Chipset
- 4x168-Pin DIMM, SDRAM, EDO, ECC
- 4xPCI / 2xISA / AGP slots
- Ultra DMA / 33, ATX Form Factor
- Adaptec 2940 Ultra Wide SCSI

	233	266	300
intel	$629	$709	$829
	333	300x2	333x2
	$959	$1279	$1539

$379.99

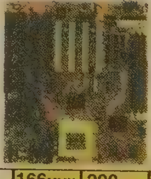
TX97-LE

512K Pipeline Burst Cache

- Intel Triton TX Chipset, 75-266MHz
- Pentium, MMX, 6x86, M2, AMD K5, K6
- 2x168-Pin & 4x72-Pin SIMM
- 3xISA & 4xPCI / 1x Media Bus
- Dual Ultra33 EIDE & Hi-Speed I/O

intel	166MMX $249	200MMX $259	233MMX $289
AMD K6	K6-200 $239	K6-233 $269	K6-266 $359
6x86	200MX $209	233MX $259	266MX $359

$129.99



TX97L

512K Pipeline Burst Cache

- Intel Triton 430TX Chipset, 75-266MHz
- Pentium, MMX, 6x86, M2, AMD K5, K6
- 3x168-Pin SDRAM DIMM, 128MB Max
- 4xPCI / 4xISA / IxMediaBus
- Dual Ultra33 EIDE & Hi-Speed I/O

intel	166MMX $249	200MMX $259	233MMX $289
AMD K6	K6-200 $239	K6-233 $269	K6-266 $359
6x86	200MX $209	233MX $259	266MX $359

$129.99

TXP4

512K Pipeline Burst Cache

- Intel Triton 430TX Chipset, 75-266MHz
- Pentium, MMX, 6x86, M2, AMD K5, K6
- 2x168-Pin & 4x72-Pin SIMM
- 3xISA / 4xPCI slots
- Dual Ultra33 EIDE & Hi-Speed I/O

intel	166MMX $229	200MMX $239	233MMX $269
AMD K6	K6-200 $219	K6-233 $249	K6-266 $339
6x86	200MX $189	233MX $239	266MX $339

$109.99

P55XUW

512K Pipeline Burst Cache

- Intel Triton TX, ATX Form Factor
- Pentium, MMX, 6x86, M2, AMD K5, K6
- Adaptec Ultra Wide SCSI
- 4x72-Pin SIMM, 2x168-Pin DIMM
- 5xPCI / 3xISA Slots

intel	166MMX $349	200MMX $359	233MMX $389
AMD K6	K6-200 $339	K6-233 $369	K6-266 $459
6x86	200MX $309	233MX $359	266MX $459

$229.99

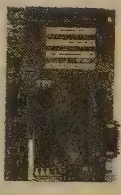
P55XB2

512K Pipeline Burst Cache

- Intel Triton 430TX, 75-266MHz
- Pentium, MMX, 6x86, M2, AMD K5 & K6
- 2x168-Pin DIMM, 4x72-Pin SIMM
- 5xPCI / 3xISA Slots

intel	166MMX $229	200MMX $239	233MMX $269
AMD K6	K6-200 $219	K6-233 $249	K6-266 $339
6x86	200MX $189	233MX $239	266MX $339

$109.99



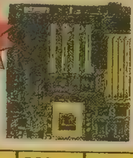
BS100

- Intel 440BX 100 MHz AGP Chipset
- Pentium II 233-400MHz +
- Adaptec 3940UW On-Board
- 4x168-Pin DIMM, 512MB Max
- 5xPCI / 2xISA / 1xAGP Slots

	233	266	300
intel	$599	$679	$799
	333	350	400
	$929	$1029	$1229

$349.99

Jumperless



Your Reliable Partner

TX5

512K Pipeline Burst Cache

- Intel Triton 430TX Chipset, 75-266MHz
- Pentium, MMX, 6x86, M2, AMD K5, K6
- 2x168-Pin DIMM & 4x72-Pin SIMM
- 4xPCI / 3xISA Slots
- Dual Ultra33 EIDE & Hi-Speed I/O

intel	166MMX $229	200MMX $239	233MMX $269
AMD K6	K6-200 $219	K6-233 $249	K6-266 $339
6x86	200MX $189	233MX $239	266MX $339

$109.99

Jumperless

Your Reliable Partner

PX5

512K Pipeline Burst Cache

- Intel Triton TX Chipset, 75-266MHz
- Pentium, MMX, 6x86, AMD K5, K6
- 2x72-Pin SIMM & 2x168-Pin DIMM
- 4xPCI / 4xISA Slot

intel	166MMX $209	200MMX $219	233MMX $249
AMD K6	K6-200 $199	K6-233 $229	K6-266 $319
6x86	200MX $169	233MX $219	266MX $319

$89.99

Your Reliable Partner

LX6

- Pentium II 233-333MHz +
- New 440LX AGP Chipset
- AGP, SDRAM, Ultra DMA Support
- 4x 168-Pin DIMM
- 4x PCI / 3xISA / AGP Slots

	233	266	300
intel	$399	$479	$599
	333	350	400
	$729	N/A	N/A

$149.99

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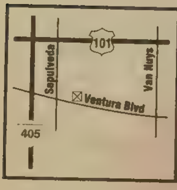

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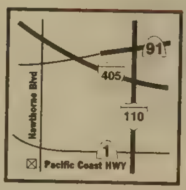

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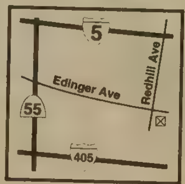

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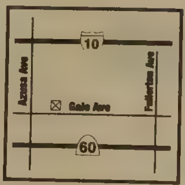

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- Dual Pentium II 233-400MHz +
- 4x168-Pin DIMM
- 4xPCI / 3xISA / 1xAGP Slots
- Adaptec 3940UW & Raid Bus

intel	266 $809	300 $929	333 $1059
	350 $1159	400 $1359	400x2 $2239

$479.99

SUPERMICRO
SUPER MICRO COMPUTER INC.

P6SBA

- New 440BX 100MHz AGP chipset
- Pentium II 233-400MHz +
- 3x168-Pin DIMM
- 4xPCI / 3xISA / 1xAGP Slots

intel	233 $449	266 $529	300 $649
	333 $779	350 $879	400 $1079

$199.99

SUPERMICRO
SUPER MICRO COMPUTER INC.

P6SLA

- Pentium II 233-333MHz +
- New 440LX AGP Chipset
- AGP, SDRAM, Ultra DMA Support
- 3x 168-Pin DIMM
- 4x PCI / 3xISA / AGP Slots

intel	233 $399	266 $479	300 $599
	333 $729	350 N/A	400 N/A

$149.99

TYAN COMPUTER

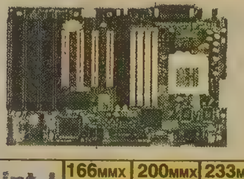
Dual Tomcat IV

512K Pipeline Burst Cache

- Intel Triton 430HX, 75-233MHz
- Supports Single or Dual Processor
- Pentium, MMX, 6x86, AMD K5
- 8x72-Pin SIMM, 256MB Max
- 4xPCI / 5xISA Slots

intel	166MMX $299	200MMX $309	233MMX $339
AMD K6	K6-200 $289	K6-233 $319	K6-266 N/A
6x86	200MX $259	233MX N/A	266MX N/A

$179.99



SUPERMICRO
SUPER MICRO COMPUTER INC.

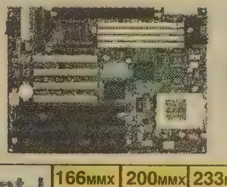
P5MMA98

512K Pipeline Burst Cache

- Intel 430TX, 75-266MHz, ATX Form Factor
- Pentium, MMX, 6x86, M2, AMD K5, K6
- 4x72-Pin SIMM & 2x168-Pin DIMM
- 4xPCI / 4xISA Slots
- Dual Ultra33 EIDE & Hi-Speed I/O

intel	166MMX $249	200MMX $259	233MMX $289
AMD K6	K6-200 $239	K6-233 $269	K6-266 $359
6x86	200MX $209	233MX $259	266MX $359

$129.99



SUPERMICRO
SUPER MICRO COMPUTER INC.

P5MMS98

512K Pipeline Burst Cache

- Intel Triton 430TX, 75-266MHz
- Pentium, MMX, 6x86, M2, AMD K5, K6
- 4x72-Pin SIMM & 2x168-Pin DIMM
- 4xPCI / 4xISA Slots
- Dual Ultra33 EIDE & Hi-Speed I/O

intel	166MMX $239	200MMX $249	233MMX $279
AMD K6	K6-200 $229	K6-233 $259	K6-266 $349
6x86	200MX $199	233MX $249	266MX $349

$119.99

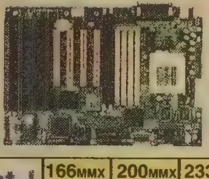
TYAN COMPUTER

Tiger LX

- Pentium II 233-333MHz +
- New Intel 440LX AGP chipset
- 4x168-Pin DIMM
- 5xPCI / 2xISA / AGP slots
- AGP, SDRAM, Ultra DMA Support

intel	233 $409	266 $489	300 $609
	333 $739	350 N/A	400 N/A

$159.99



TYAN COMPUTER

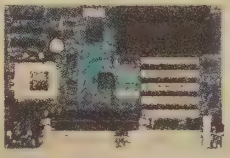
Titan Turbo ATX-2

512K Pipeline Burst Cache

- Intel Triton TX, 75-266MHz
- Pentium, MMX, 6x86, AMD K5, K6
- 6x72-Pin SIMM, 2x168-Pin DIMM
- 5xPCI / 3xISA Slots
- Dual Ultra33 EIDE & Hi-Speed I/O

intel	166MMX $229	200MMX $239	233MMX $269
AMD K6	K6-200 $219	K6-233 $249	K6-266 $339
6x86	200MX $189	233MX $239	266MX $339

$109.99



TYAN COMPUTER

Titan Turbo AT-2

512K Pipeline Burst Cache

- Intel Triton TX, 75-266MHz
- Pentium, MMX, 6x86, AMD K5, K6
- 6x72-Pin SIMM, 2x168-Pin DIMM
- 4xPCI / 4xISA Slots
- Dual Ultra33 EIDE & Hi-Speed I/O

intel	166MMX $229	200MMX $239	233MMX $269
AMD K6	K6-200 $219	K6-233 $249	K6-266 $339
6x86	200MX $189	233MX $239	266MX $339

$109.99

AGP
ACCELERATED GRAPHICS PORT

PA-2012

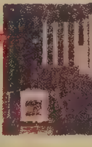
1MB Pipeline Burst Cache

- VIA Apollo Chipset, 75-266MHz
- Pentium, MMX, 6x86, M2, AMD K5, K6
- 3x168-Pin DIMM, 384MB Max
- 2xISA / 4xPCI / 1xAGP Slots
- ATX Form Factor

intel	166MMX $249	200MMX $259	233MMX $289
AMD K6	K6-200 $239	K6-233 $269	K6-266 $359
6x86	200MX $209	233MX $259	266MX $359

$129.99

1MB Cache



PA-2007

1MB Pipeline Burst Cache

- VIA Apollo Chipset, 75-266MHz
- Pentium, MMX, 6x86, M2, AMD K5, K6
- 2x168-Pin & 4x72-Pin SIMM
- 3xISA / 4xPCI Slots
- Dual Ultra33 EIDE & Hi-Speed I/O

intel	166MMX $239	200MMX $249	233MMX $279
AMD K6	K6-200 $229	K6-233 $259	K6-266 $349
6x86	200MX $199	233MX $249	266MX $349

$119.99

intel® Chipset

440LX AGP

- Pentium II 233-333MHz
- New 440LX AGP Chipset
- 3x168-Pin DIMM
- 4xPCI / 3xISA / AGP Slots
- ATX Form Factor

intel	233 $369	266 $449	300 $569
	333 $699	350 N/A	400 N/A

$119.99

VX Pro

512K Pipeline Burst Cache

- VIA / VX Pro chipset, 75-233MHz
- Pentium, MMX, 6x86, M2, AMD K5, K6
- 4x72-Pin SIMM, 1x168-Pin DIMM
- 3xPCI / 3xISA Slots
- Dual Ultra33 EIDE & Hi-Speed I/O

intel	166MMX $189	200MMX $199	233MMX $229
AMD K6	K6-200 $179	K6-233 $209	K6-266 N/A
6x86	200MX $149	233MX N/A	266MX N/A

$69.99

AGP
ACCELERATED GRAPHICS PORT

VIA Apollo

1MB Pipeline Burst Cache

- VIA Apollo VP3 chipset, 75-266MHz
- Pentium, MMX, 6x86, M2, AMD K5, K6
- 4x72-Pin SIMM, 2x168-Pin DIMM
- 4xPCI / 3xISA / AGP Slots
- Dual Ultra33 EIDE & Hi-Speed I/O

intel	166MMX $209	200MMX $219	233MMX $249
AMD K6	K6-200 $199	K6-233 $229	K6-266 $319
6x86	200MX $169	233MX $219	266MX $319

$89.99

intel® Chipset

Intel Triton TX

512K Pipeline Burst Cache

- Intel Triton 430TX, 75-266MHz
- Pentium, MMX, 6x86, M2, AMD K5 & K6
- 4x72-Pin SIMM, 2x168-Pin DIMM
- 4xPCI / 3xISA Slots
- Dual Ultra33 EIDE & Hi-Speed I/O

intel	166MMX $199	200MMX $209	233MMX $239
AMD K6	K6-200 $189	K6-233 $219	K6-266 $309
6x86	200MX $159	233MX $209	266MX $309

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- 128K Buffer
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- WD 22500A
- 33 MB/sec Ultra DMA
- 11ms Access Time
- 128K Buffer
- 3 Year Warranty

Caviar

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3.2GB Ultra ATA

- WD 23200A
- 33 MB/sec Ultra DMA
- 10ms Access Time
- 128K Buffer
- 3 Year Warranty

Caviar

$159.99

WESTERN DIGITAL

4.3GB Ultra ATA

- WD 34300A
- 33 MB/sec Ultra DMA
- 10ms Access Time
- 256K Buffer
- 3 Year Warranty

Caviar

$179.99

WESTERN DIGITAL

5.0GB Ultra ATA

- WD 35100A
- 33 MB/sec Ultra DMA
- 10ms Access Time
- 256K Buffer
- 3 Year Warranty

Caviar

$209.99

WESTERN DIGITAL

6.4GB Ultra ATA

- WD 36400A
- 33 MB/sec Ultra DMA
- 9.5ms Access Time
- 256K Buffer
- 3 Year Warranty

Caviar

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IBM

6.4GB Ultra ATA

- DHEA 34680A
- 33MB/sec Ultra DMA
- 9.5ms Access Time
- 512K Buffer
- 5400 RPM
- 3 Year Warranty

$249.99

IBM

8.4GB Ultra ATA

- DHEA 34800A
- 9.5ms Access Time
- 33 MB/sec Ultra DMA
- 512K Buffer
- 5400 RPM
- 3 Year Warranty

$319.99

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4.3GB EIDE

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- 128K Buffer
- 3 Year Warranty

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- 11ms Access Time
- 128K Buffer
- 3 Year Warranty

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- Bigfoot Q50800TX-A
- 33MB/sec Ultra DMA
- 11ms Access Time
- 128K Buffer
- 3 Year Warranty

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- 11ms Access Time
- 128K Buffer
- 3 Year Warranty

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- 10ms Access Time
- 256K Buffer
- 5400 RPM
- 3 Year Warranty

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- 10ms Access Time
- 256K Buffer
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- 3 Year Warranty

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- 33 MB/sec Ultra DMA
- 10ms Access Time
- 256K Buffer
- 5400 RPM
- 3 Year Warranty

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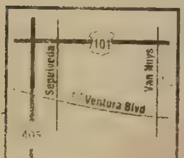

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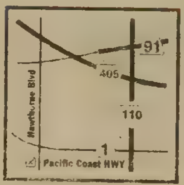

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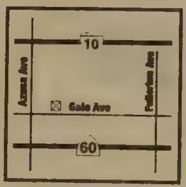

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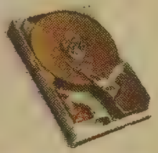
Quantum



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- 256K Buffer
- 20MB/sec Transfer Rate
- 3 Year Warranty

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- 8ms Access Time
- 5400 RPM
- 512K Buffer
- 40MB/sec Transfer Rate
- 3 Year Warranty

$299 99

Seagate

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CHEETAH
- 7.5ms Access Time
- 10000 RPM
- 512K Buffer
- 40MB/sec Transfer Rate
- 3 Year Warranty

$649 99

Seagate

BARRACUDA

4.5GB UW Ultra Wide SCSI
- 8ms Access Time
- 7200 RPM
- 512K Buffer
- 40MB/sec Transfer Rate
- 3 Year Warranty

$549 99

Seagate

BARRACUDA

9.1GB UW Ultra Wide SCSI
- 8ms Access Time
- 7200 RPM
- 512K Buffer
- 40MB/sec Transfer Rate
- 3 Year Warranty

$829 99

Seagate

9.1GB UW Cheetah

CHEETAH
- 7.5ms Access Time
- 10000 RPM
- 512K Buffer
- 40MB/sec Transfer Rate
- 3 Year Warranty

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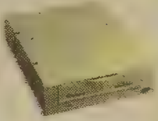

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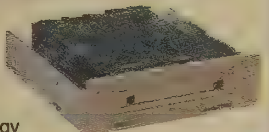

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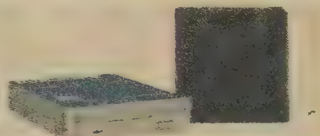

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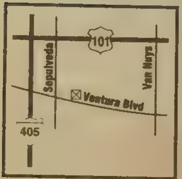

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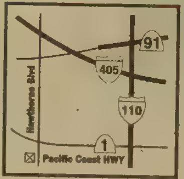

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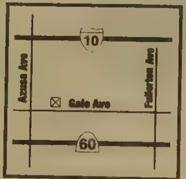

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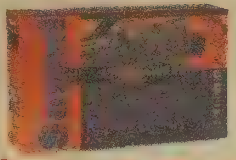

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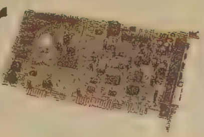

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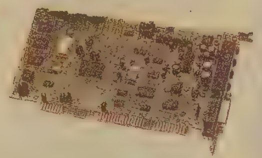

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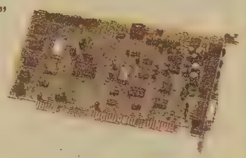

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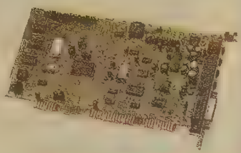

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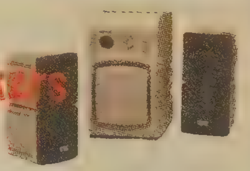

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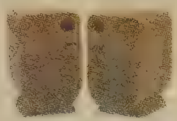

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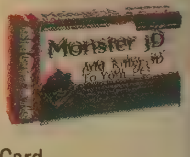

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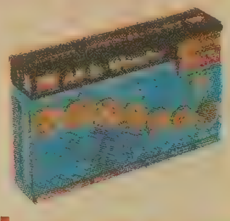

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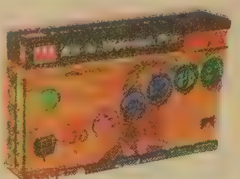

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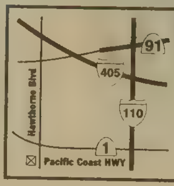

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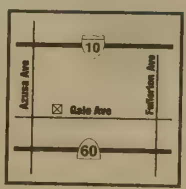

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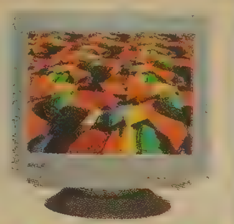

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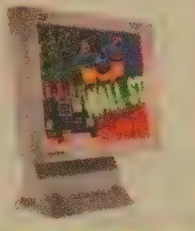

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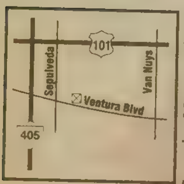

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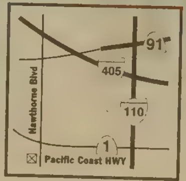

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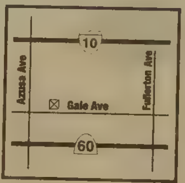

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Tools For Nonfiction Writers

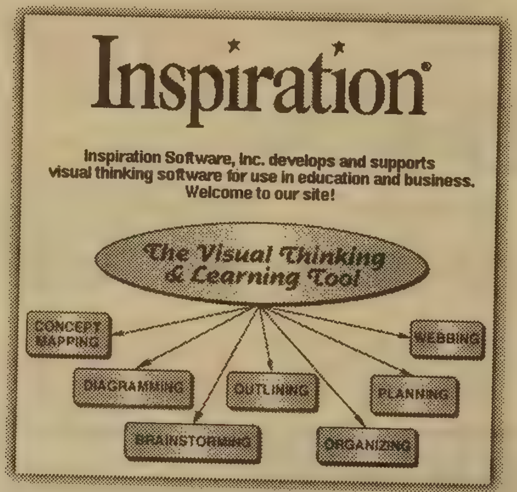
Learning To Use That Internal Highlighter

By Birrell Walsh

The purpose in brainstorming is to make new ideas, and new ideas never seem logical right away. So a NASA team might jump from the problem of feeding astronauts on the moon to the idea of "Green Cheese" to the idea of synthesizing food from the water and minerals that are already on the Moon.

So many people in the small office are writers! Some write professionally, as I do. Others have to make presentations, or proposals, or reports. All of them share a set of needs. They need a good word processor, of course. But they also need to have good tools to examine ideas and develop them. They need ways to find just the right word. They need reliable reference works that provide basic information on many topics. And they need special disciplines that make writing easier.

This month we continue our occasional examination of writing tools.



Inspiration

Inspiration Software, Inc. develops and supports visual thinking software for use in education and business. Welcome to our site!

Inspiration 5.0

Comic Drew Carey says that he could not have written his new book *Dirty Jokes and Beer* without Inspiration.

You could say that Inspiration is a tool for thinking visually. That's a bit like calling *Joy of Cooking* a recipe pamphlet. It is an intersection of diagramming, outlining, and presentation. It does each of those tasks quite adequately. I don't know any other tool that does all three.

Diagramming means building up a network of connected ideas, and showing their relationship visually. One idea starts in the middle, and arrows go out from it to other ideas. The tricky part in building a diagramming tool is that it has to serve two almost conflicting purposes.

One purpose of diagramming is to allow logical sequences to be shown. An arrow from one circle to the next implies some sort of definite relationship: "This" causes "That." A genealogy chart is a perfect example. All those ancestors caused their descendants, leading down to the chart-maker's family. The relationships are defined and known, except for occasional splashing around in the gene pool, and the chart has to show them all.

Genealogies, flowcharts, timelines, prerequisites for graduation—these are the sorts of logical sequences that diagrams can show. It has the circles and arrows (and dozens of other shapes and connectors) to show these formal relationships.

Another use for diagrams is free-form and deliberately disorderly. People utilize them for brainstorming. This sort of exploration is discussed at length in Tony Buzan's *The Mind Map Book*. The idea is to let one idea propel you on to another, with no criticism permitted. The maximum in "bushiness" is sought. Logical pruning can come later.

The purpose in brainstorming is to make new ideas, and new ideas never seem logical right away. So a NASA team might jump from the problem of feeding astronauts on the moon to the idea of "Green Cheese"—an illogical leap, but no criticism is allowed—to the idea of synthesizing food from the water and minerals that are already on the Moon.

Inspiration helps with the quick flow of ideas in brainstorming by providing a tool called "rapid-fire." When it is on, you may type as fast as you can. Each time you hit return, a new symbol pops into existence with what you just typed in it. Later you can go back and rearrange things.

Inspiration is able to handle both of these tasks because of its presentation tools. You can create a demure chart of logical relationships by choosing boring symbols and telling Inspiration to put them in a rigid pattern. Or you can create a sense of freedom and creativity by choosing

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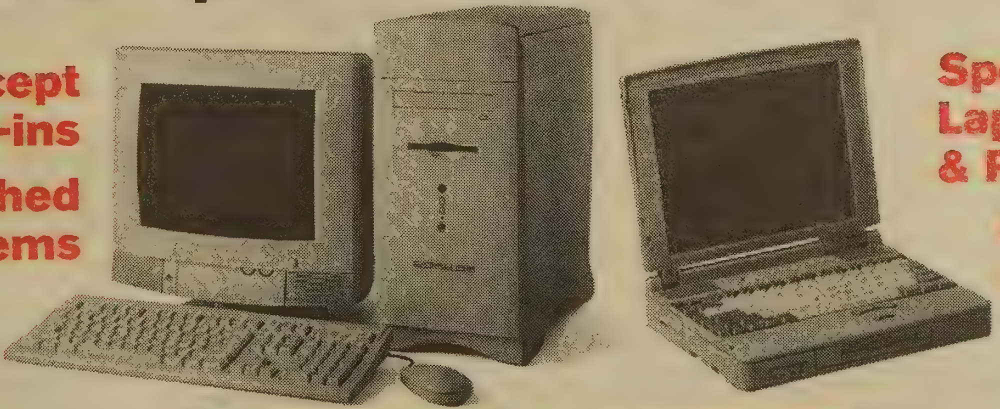

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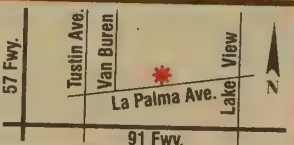

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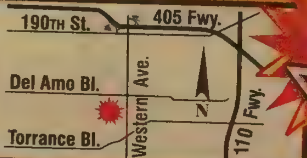

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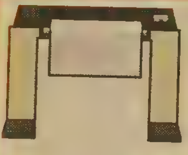

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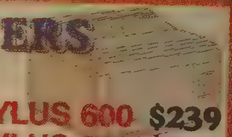

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more imaginative symbols and strewing them around.

Symbols can be arranged in trees, in clusters, or in stacks. Arrows can be small or fat, with or without arrowheads and fletching (that's the tail-feathers). Symbols can be almost any graphic object—Inspiration itself provides several dozen you can use. There are flowchart symbols, pictures of people, lightbulbs, animals, pictures of office machines and computers. You can also import graphics from outside the program and include them in the symbol libraries.

Attractive as a graphic program may be, it is not everyone's choice. Many people prefer to organize information as an outline. You can convert a chart to a text outline with a single keystroke—right brain to left brain, in one fell swoop.

Each form of presentation has its advantages, of course. The graphic presentation lets you show multiple relationships at once. The different symbols can each convey as much as a whole paragraph of text. The diagram makes a dandy presentation or poster. With a text outline (on the other hand) you can include extensive text with each heading. If your eventual goal is to make a written document, the outline is a good step.

Inspiration outlines can be exported to a number of word processing formats, so the work you do does not need to be transcribed. The bad news, of course, is that only a tree diagram can be exported to an outline. If your structure is more complex—say, a circular relationship—it will not preserve the complexity when converted to an outline.

The solution is to use both forms of presentation: Brainstorm in symbols first, then convert the brainstorming diagram to an outline and write notes for each heading. Maybe you will re-order things in the outline. Then step back into the diagram mode and let your right brain play with things for a while, seeing relationships that might not show up in the text outline. You can then export the outline to your word processor. After you have done that, return to diagram mode and export the diagrams to use as illustrations for the text document you have created.

If you profit from the interplay of diagrammatic and textual modes, you can make good use of Inspiration.

Battle Of The Dictionaries

One of my prejudices is that the *American Heritage Dictionary* is better than *Webster's*. I had an opportunity to test that prejudice when The Learning Company sent me two of its CD-ROM reference works.

One was *The American Heritage Talking Dictionary*. I installed it on my system and tried it as a thesaurus and reference work. It was useful in a general sense. I discovered how to pronounce "feuilleton"—a word I have seen from time to time, but which was too full of French vocalic traps for me ever to try aloud. The *AHTD* told me how to pronounce it. One could also make use of its thesaurus, which is adequate.

Each form of presentation has its advantages. The graphic presentation lets you show multiple relationships at once. With a text outline (on the other hand) you can include extensive text with each heading. If your eventual goal is to make a written document, the outline is a good step.

But the second Learning Company product won my fickle heart. The *Complete Reference Collection* is a CD with ten reference works included: *Compton's Concise Encyclopedia 1998 Edition*, *Webster's New World Dictionary*, *Webster's New World Thesaurus*, *Compton's World Atlas*, *Merriam-Webster's Geographical Dictionary*, *World History*, *The Columbia University Complete Home Medical Guide*, *The Merriam Webster Concise Handbook for Writers*, *The 1997 World Almanac and Book of Facts*, and the *Compton Internet Directory*.

I found the *Webster's Dictionary* in the *CRC* better than the *American Heritage*. It had, for instance, the word "abseil" ((apzil, -sil; ab-) vi. [[Ger abseilen < ab , down + seil , a rope]] to descend by rappelling—n. such a descent), which the *AHD* did not have. Since we need a dictionary mostly for words we don't know, I value the listing of odd words.

Webster's also seems to have a more complete thesaurus. For "itch" the *AHD* thesaurus suggests ("A fervent wish for what promises gratification : desire, appetence, appetite, craving, hunger, itch, longing, lust, thirst, urge, yearning, yen, hankering, hungriness." *Webster's* thesaurus offers a more complete list: "1. [An uncomfortable sensation in the skin]—Syn. tingling, prickling, crawling, creeping sensation, rawness, scabbiness, pruritus, psoriasis, psora; see also irritation 1. 2. [A strong desire]—Syn. hankering, yearning, craving; see desire 1. itch, v. 1. [To have a tingling sensation]—Syn. creep, prickle, prick, be irritated, crawl, tickle; see also tingle. 2. [To have a strong desire]—Syn. yearn, crave, long for; see want 1")

What really won me over in the *CRC* was the sheer mass of information. I have recently had an itch (desire, appetence...) to visit Malta. When I asked the *CRC* to tell me about Malta, it deluged me with information. The *Atlas* had a map of Malta, for one thing, that showed that it is a tiny island nation in the Mediterranean below Italy and above Tunisia. It has a picture of the national flag. It has an excerpt from the national anthem, which it obligingly played for me. The *Almanac* told me about the present economy of the Repubblika Ta'Malta, the fact that the nation has 1850 people in military service, and that the unit of currency is the Maltese pound. The *Encyclopedia* had pictures of the Grand Harbor and of Saint Angleo Castle, and told me that the Maltese language is "of mixed Phoenician, Arabic, and Latin origin using the Latin alphabet." The *Internet Directory* had a pointer to the Malta National Tourist Office. This is not a complete dossier on the small nation, but it is a good start.

The *Complete Reference Collection* is just stuffed with this sort of intelligence. It is exactly what a nonfiction writer needs from time to time.

The Writer's Disciplines

In fourteen years of professional writing, I have found four rules that have helped me immensely:

- Focus on what you love.
- Keep notes.
- Write a small amount every day.
- Read it out loud.

Focusing on What You Love: I have been able to work forty hours a week, write a column

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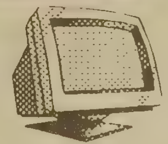

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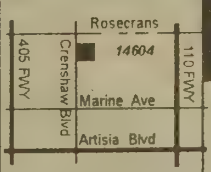

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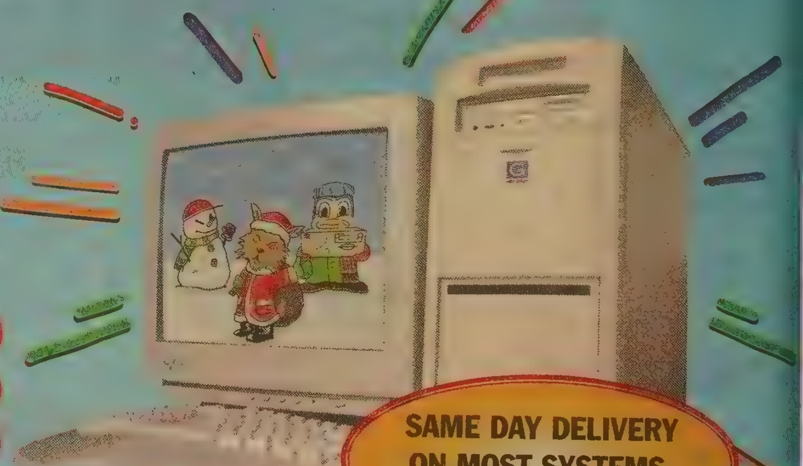

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DISCOVER

continued from page 110

and go to graduate school at the age of (now) fifty-three. How could any sane person do that? I am able to do it because I have done my best to make my work life be about what I love. That means I am doing things I really care for, things I would do for recreation.

It is sometimes hard to write this column, but it is never very very hard. I enjoy computers and what they do for people. I genuinely believe they have improved the lives of human beings, and I know they have improved mine. I have friends on the Internet I never would have met before the Computer Age. I can keep track of things I never would have followed without my files. I have a word processor that catches my dyslexic spelling errors. This is good stuff.

You take notes when something pleases you.
You take notes when something quite displeases you.
You take notes when something is interesting,
even if you don't know how you will use that information.
Because you will use it. Trust me on this one.

The same thing is true of my school work and my professional work. They are largely things that I love.

As a result, most of what I do is fun. All of it is interesting. Very little of it is just drudgery. That means that it takes less energy to do it, because I don't have to fight myself at every step.

Was this good luck? Yes, to some degree. But to a large extent it came from very gradually increasing the time I spent on things I like, and weeding out the things I don't like. It is a discipline.

If you are going to be a successful writer, you must find a way to write about things you care about. It is not something you can arrange all at once, of course, and there will always be the moments that are just toil. If you can try daily to move your writing life toward what you care about, however, you will find that each day it gets a little easier and a little more fun to write.

Keeping Notes: "But how do I find out what I care about?" you might ask. Well, you watch yourself. And you take notes. You take notes when something pleases you. You take notes when something quite displeases you. You take notes when something is interesting, even if you don't know how you will use that information.

Because you will use it. Trust me on this one.

I have come to trust my own interest implicitly. It is as if something inside me carries around a yellow highlighter and every so often it marks something as important. When that happens, I write it down. Inevitably I find within a week that my writing needs that very piece of information. If I had not made the note, I would have lost it.

Write down anything that strikes you as fascinating, or deplorable, or wonderful, or well-said, or exemplary, or outrageous. Your strong reaction to them is your own internal highlighter saying "These are important! Pay attention!"

Many people keep a small notebook with them all the time. I always have a piece of paper and a pen. Each night I come home and spend perhaps five minutes entering the day's observations into InfoSelect, my favorite note-taking software. I have been using this product (now in version 4) for ten years, and I now have 4,246 notes in its files. I keep it open at all times, and use it every few minutes. I happen to think that this is the best software for note-taking in Windows, but the main thing is to have some way to enter notes on your computer. You can use a contact manager, a database, a word processor, even Notepad. But grab those ideas when they come up—they are your raw material.

Writing A Small Amount Every Day: Oh, this can be so hard. What, I contradict myself? Well, I have found that the least painful way to get a large project done is to do a little of it each day.

The trick is to make yourself do only a little. For me the right amount is about a page a day. If I finish one page, that is enough. I give myself permission to go walk the dog.

If the spirit is up, of course, I may write many pages. That is fine, as long as it is pleasurable. And there are those days when a suddenly-imposed deadline chains you to the computer.

But in the really long-term projects, you need to have a pace you can keep up without burnout. Find that pace, and try not to drive yourself beyond it.

And if you are a procrastinator? Fine, procrastinate tomorrow. It will be even easier then. But today, write just one page.

Read It Out Loud: My wife taught me this one, I think because she couldn't find a more tactful way to point out some ugly constructions I had put on paper. If you read your text out loud, chances are you will find your own errors.

The eye is able to skip over errors in grammar and infelicities of diction when they are written. When you say the same things, though, you catch them—not every time, no, but much more often.

Writing rose out of speech. When you read what you have written, you can hear it the way others will read it. You can feel the rhythm of the phrases. You can sense the aptness of the metaphors. And if the rhythms don't scan or the metaphors go clunk, you can catch it before the readers do.

I recommend just these four disciplines: Writing about what you love, taking notes constantly, writing a page a day, and reading aloud what you have written. They have served me well. If you follow them your writing life will grow easier, and daily more pleasant. ◆

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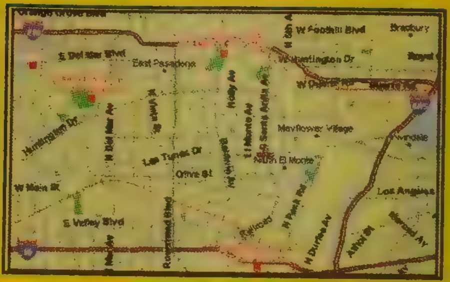

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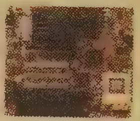

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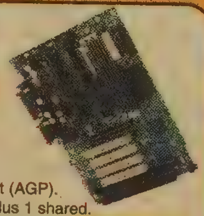

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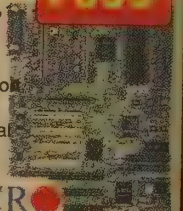

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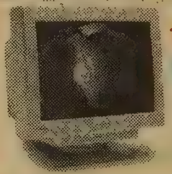

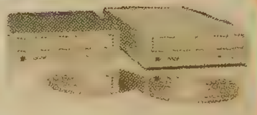

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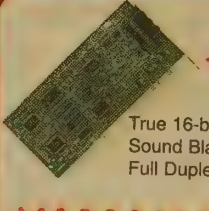

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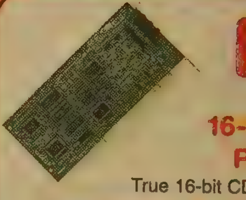

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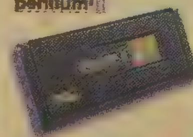

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A Little Something On The Side

Making Employee Stock Options Count

By David A. Simon, CPA and Jennifer R. Cherniss

> *Three of the most popular employee stock arrangements among high tech firms are incentive stock options (ISOs), nonqualified stock options (NSOs), and restricted stock options.*

Employee stock options, probably the sexiest thing in Silicon Valley, are often regarded as a prominent landmark of high tech careers. If you're employed in the IT industry by a corporation whose stock is publically traded, chances are you've been offered compensatory stock.

Three of the most popular employee stock arrangements among high tech firms are incentive stock options (ISOs), nonqualified stock options (NSOs), and restricted stock options. This article discusses how each achieves desirable tax consequences, and describes planning opportunities and pitfalls.

Much of tax planning for individuals pursues a two-headed Holy Grail. One is to defer taxes to a later year. The other is to convert wage and salary income into capital gains, which are generally taxed at more favorable rates. Currently, the U.S. taxes wages at rates as high as 39.6%. By contrast, the new tax law reduced the maximum tax rate on long-term capital gains from 28% to 20%. Moreover, federal, state, and local employment taxes are imposed on wages, but not on capital gains.

The lowering of capital gains taxes in 1997 therefore has important implications for most compensatory stock arrangements. This may be a good time to revisit any planning you did in the past, looking at the effect of new capital gains rates.

What Are Your Options?

Stock options—the right to purchase a specific stock at a stated price—are typically given without cost to employees, both as a reward for past services and as an incentive to keep up the good work (if the company's fortunes rise as a result of your efforts, then your fortune rises, too). These options are a form of employee compensation, and hence are referred to as *employee* stock options or *compensatory* stock options.

The combination of favorable tax rates, an entrepreneurial work force otherwise subject to high taxes, volatile stock prices and generally high compensation expectations has provided a fertile culture in the computer industry for employee stock options. By creating millionaires by the thousand, and giving rise to six-digit incomes for countless others, option-happy Sflicon Valley has come under intense scrutiny from shareholders critical of what they see as excessive compensation to technical workers, and from the IRS, SEC, and accounting regulatory agencies attracted by the smoke.

ISOs were specially created by Congress and must follow a prescribed set of rules. If they don't pass muster under the incentive stock option rules, they are said to be nonqualified stock options.

How Nonqualified Options Work

To illustrate how NSOs provide tax benefits over cash or straight stock handouts, assume you work for a large manufacturer of microprocessors whose stock trades on the NASDAQ. On May 1, 1998, when the stock is trading at $80 per share, your company grants you 1,000 nonqualified stock options. Each option carries the right to buy one share of your employer's stock for one cent. Thus, you've been granted the right to purchase 1,000 shares, whose aggregate worth that day is $80,000, for just $10 total.

Naturally, you feel $80,000 better-off, and you're already popping the champaign. To sweeten the sapor of victory, as far as the IRS is concerned you have earned nothing and owe no taxes. The reason is that the mere *granting* of nonqualified stock options is not a taxable event.

There is an exception to this rule, however. If the stock options are actively traded on an established market, such as the Chicago Board Options Exchange, the grant would be taxable. To avoid this result, the options are usually issued in nontransferable, book-entry form.

But when you do exercise the option by purchasing the underlying stock, then NSOs are taxable in that year. You would have compensation income (taxed as regular wages) equal to what the stock is worth when the option is exercised, minus what you pay to acquire the stock.

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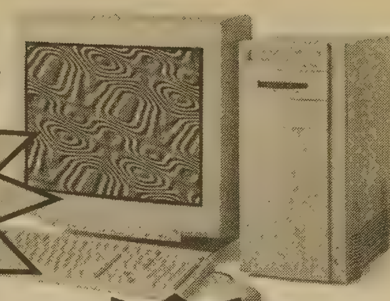

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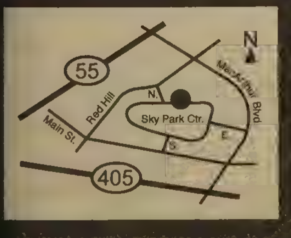

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Your employer properly reports the $99,990 of compensation on your W-2 for 1999, and you will include the income as taxable wages on your 1999 income tax return. The compensation will be subject to employment taxes as well. At the same time, your employer will be entitled to a tax deduction, for compensation expense, corresponding to the $99,990. For you, at this point, these are still paper earnings.

Eventually you sell the 1,000 shares of stock you received when you exercised the options. When you do, you will be taxed like any other investor who bought 1,000 shares of that company on 1/2/99 for $100 each. If the stock price continues rising and you hold the stock more than 18 months, you'll recognize a long-term capital gain qualifying for the new 20% capital gains rate (unless the law changes again).

> ***Much of tax planning for individuals pursues a two-headed Holy Grail. One is to defer taxes to a later year. The other is to convert wage and salary income into capital gains, which are generally taxed at more favorable rates.***

Moreover, if you delay exercising the options until after the year 2000, and then hold the stock more than five years, the maximum capital gains tax rate will be only 18%.

How Incentive Stock Options Work

If all the requirements are met, an employee recognizes no income when ISOs are granted or exercised. Instead, the employee reports a capital gain (or loss) only when the stock is finally sold. The amount of the gain or loss is the difference between how much the stock is sold for and the ISO's exercise price.

For example, you exercise an ISO to buy stock in your new employer's corporation for one dollar a share, at which time the stock is trading on the NASDAQ for $10 a share. Many years from now the stock goes up to $100 a share. Having met all the ISO requirements, you sell the stock. You will have a long term capital gain of $99 a share, the difference between the stock's selling price ($100) and the dollar paid to exercise the option.

Wonderously, you report no compensation income, nor are any employment taxes imposed. Unlike the situation with NSOs, with ISOs it's all capital gain or loss. Now *that's* capital.

But the fly in the ISO ointment is that the employer is entitled to no offsetting tax deductions, even though the granting of ISOs is compensatory in nature. Since ISOs have this high hidden cost to the employer, you tend to not see as much of them—or you get them in lieu of much salary.

More bad news yet. The nine dollar difference between the exercise price ($1) and the trading price ($10) is considered income in computing your alternative minimum tax (AMT) liability for the year in which the ISO is exercised.

The AMT computation is beyond the scope of this article. But the net is that, when you eventually sell your shares, you will be credited for any AMT tax previously paid upon exercising the ISOs. The AMT therefore affects only the timing of the tax coming due, not the amount of tax ultimately paid.

There is a relatively easy way to minimize AMT taxes when exercising ISOs. Simply exercise a few every year, like I do sit-ups, rather than accumulating them and then exercising all at once. Some employees prepare a draft income tax return near the end of each year to estimate how many ISOs can be exercised that year without triggering an AMT liability.

Incentive stock options must satisfy glatt kosher requirements lest they become nonqualified and taxed accordingly. The following are rules to be aware of:

1. No ISO can be exercisable more than 10 years after it was granted. Some employers issue ISOs that need to be exercised even sooner.

2. Ordinarily, the ISO will need to be exercised while you are still employed, or within three months following separation of service. If the proverbial writing is on the wall and you haven't exercised your ISOs, consider seeking professional tax advice.

3. Barring death or disability, you'll need to hold the stock for at least two years from the date the ISO is granted, and for at least one year from the date of exercise.

This last requirement causes most of the problems. Many employees of risky startup ventures would sooner take the money and run, losing valuable tax benefits, rather than exposing themselves to potential market losses for the period of ISO holding requirements.

If you fail to hold the ISO stock long enough, the ISO simply becomes an NSO. Now, this is one instance where your vote of no-confidence in the company and its management can make your employer one happy clam.

Whereas previously the employer would have received no tax benefit from granting an ISO, now they can claim a deduction corresponding to the taxable wages that are reported upon exercising what has become an NSO. If you want to take the money and run, try negotiating for a bonus to offset the tax windfall the employer will gain at your expense (negotiating a bonus just prior to leaving a company may sound stranger the further you live and work from Santa Clara County).

Restricted Stock

Many high tech companies, including risky startups, issue restricted stock to its employees. Here, the employee gets actual stock in the employer's company, but can't sell it until specified conditions are met. If the conditions are not satisfied, the employee forfeits the stock.

In a frequent arrangement, the company gives stock to engineers, but requires them to keep working for the company for a fixed time period before they can sell the stock. Because the shares are subject to a "substantial risk of forfeiture," the employees aren't taxed on having received the stock until the restrictions lapse.

To walk through this, imagine that you are a desirable employee for a startup company whose stock trades on the Pacific Exchange. You receive 100,000 restricted shares trading for 25 cents a share. But the deal is, you can't sell the shares until you stay with the company at least 5 years (in this example), or you forfeit the stock.

In 2003, suppose the stock is trading for $10 a share. If you are still with the company—even if you don't sell a *thing*—you will realize (and get taxed for) wages of $1,000,000, being the market value of 100,000 shares when the

continued on page 206

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Been There, Done That

Don't Do This: Common Startup Pitfalls

By Royal P. Farros

> Now I feel pretty good about sharing with you a whole bunch of mistakes we made that you should avoid. Things like, "Don't rely on one shipping method." (Who could have guessed that UPS would actually strike?)

Is iPrint *still* a startup? When does a startup officially graduate into the lofty realms of being a, well, middle-up? Probably when a startup finally "gets going," which we have—so much so that now I feel pretty good about sharing with you a whole bunch of mistakes we made that you should avoid. Things like, "Don't rely on one shipping method." (Who could have guessed that UPS would actually strike?) Call it experience gained on iPrint's nickel.

Don't Forget the Big Thing

Build it and they will come. NOT.

Don't forget that you need to market your site. Obvious, but it's amazing how much work startup companies put into their site and how little work they put into *marketing* their site. We've discussed getting listed in search engines in past articles. Do that. Experiment with some inexpensive advertising. Doing this will toughen you up when you inevitably have to spend the big bucks in this area.

Start a grass-roots press campaign. Yes, do this now. Form co-linking partnerships with other complimentary services on the Web. Especially concentrate on that.

Do you have at least one person whose life is *dedicated* to all of the above? If not, your Web site will remain as part-time as the marketing effort you're putting into it. If you want to take your Internet startup public, you better have *volumes* of people doing this stuff.

While we're on advertising, don't make your ads boring. Use humor. If you don't have a sense of humor, go steal one. Our new "humor" ads pull three to five times *more* than our old straightforward "hit-'em-between-the-eyes" designs. In retrospect, this should have been obvious: Many of the early sales we get on the Internet today are still "inspirationally" oriented.

Don't Spam

Wow, there's an obvious one. But I'm not talking from a philosophical privacy point of view. I'm talking from the practical position of having to *deal* with the flood of half-crazed notes from people this side of a short deck.

Really, this is a losing proposition. Everyone has their definition of spam. It's a very serious subject...it's a very sensitive subject...and sometimes, it's just a big waste-of-time subject. I just sent out a personal note to somebody about something I thought he would find interesting. This person *publicly solicits* this kind of feedback. The result? He blindly accused me of spamming him *because* we go through a NASA address...the same NASA address where we pay *rent* for the privilege of doing this. Go figure.

The only thing you can do is this: Don't spam. For those of you who are privacy hounds, the reasons are obvious. For those of you who think the privacy issues are silly, think of spam as a giant time sinkhole that will swallow you up.

Now, this doesn't mean don't communicate with your customers. It does mean cover your butt when you do. Always, always, always ask your customer permission *in advance* if you can send them marketing updates and sales information. You will still run into people accusing you of spamming, but at least you can graciously say, "You requested this information, that's why we sent it, and we'll certainly remove you from our list if this is what you want. We hope you'll still consider shopping with us and have a nice day."

Don't Have Fun With Numbers

Every Internet startup is growing at 25% a month. Isn't that amazing? It doesn't matter that some are going from $1 million to $1.25 million, while others are going from $100 to $125, the growth rate is the same.

Don't kid yourself. Twenty-five percent growth a month for revenues under $50K is *insignificant* if you want to play in the big leagues. Do figure out everything you have to do to start hitting *real* revenue figures, the kind that make 25% growth a month a dynamite track record.

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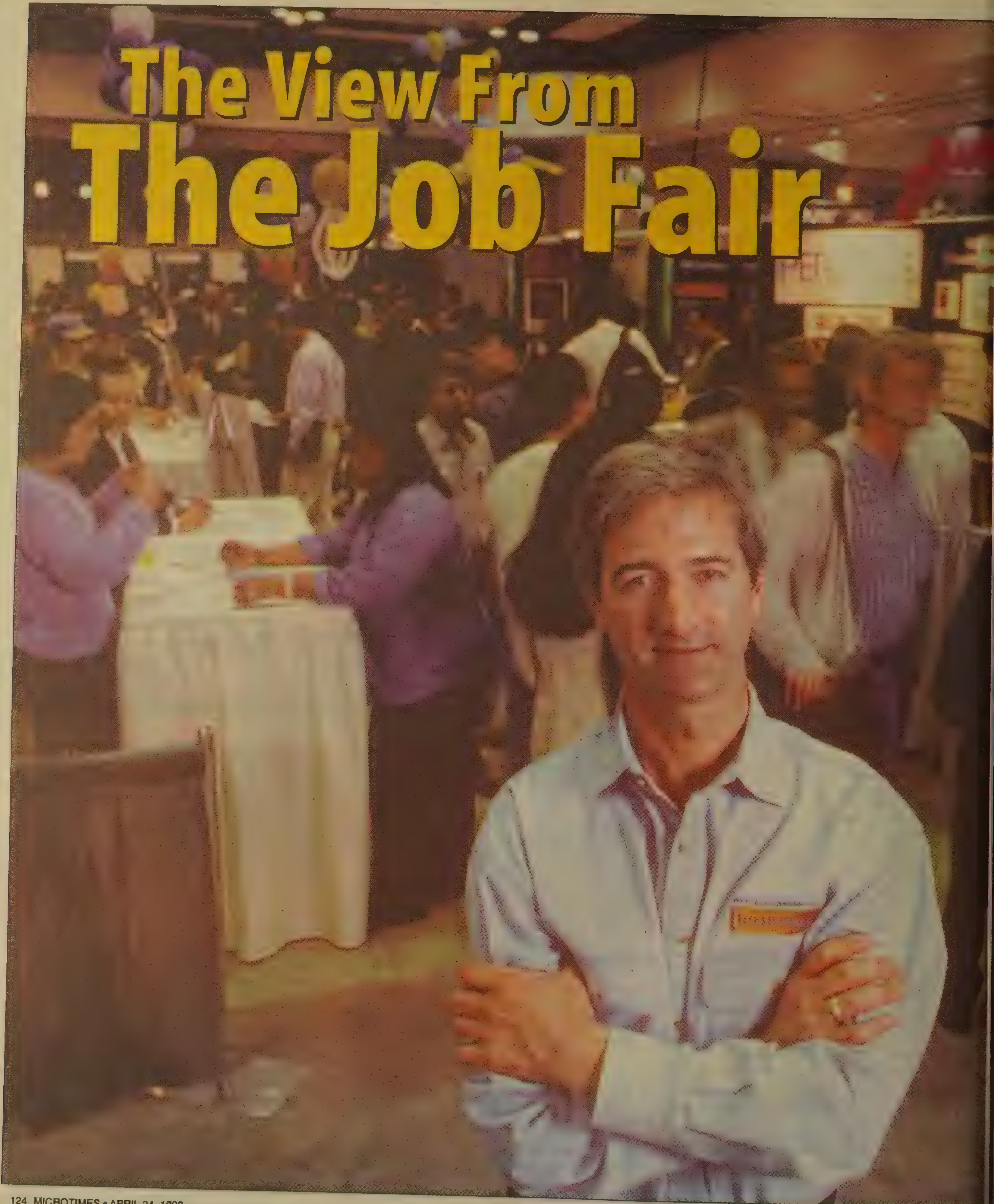
The View From The Job Fair



QUALCOMM
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Westech CEO Fred Faltersack On Today's High-Tech Job Picture

By Mary Eisenhart

Photos: Anne Knudsen

In June of 1981, former high school buddies Rod Lake and Fred Faltersack, having decided they didn't want to spend their days with golden chains attaching them to the corporate trough, struck out on their own and launched a new business calculated to find a ready market in Silicon Valley.

The new venture, Relocation West, served clients like Intel, National Semiconductor, and Amdahl, who were busily engaged in trying to recruit technical talent in other areas and bring them back to Silicon Valley.

"Our job," recalls Faltersack, "was to take these people and basically sell them on living in Silicon Valley. Even in 1982, the cost of living here was substantially higher than anywhere else. So the company's job was to sell them on why they should want to work for Intel in Santa Clara. It was our job to say, 'This is why you and your family want to move to the Silicon Valley, and this is what the Valley has to offer.'"

Once the recruitment had succeeded, Relocation West went into high gear, helping the new employees pack up their families and households and move them to the Bay Area. "We had some projects where we'd move 20 families from Haifa, Israel, out here for Intel, set them up in the Bay Area for two-year assignments, and after two years they would head back," recalls Faltersack.

Things were going well, and the customers were happy, but they wanted more—a local recruiting venue. They wanted it strongly enough to convince the relocation specialists to launch their first job fair in September, 1982, which drew forty recruiting companies.

From a customer standpoint, this first event was a rousing success. From an entrepreneurial standpoint, the view was less rosy. "It didn't work from the standpoint that we were very underfunded, we basically took second mortgages out on our homes to carry ourselves through this period of time, and the job fair ended up losing about $15,000," Faltersack says. "It doesn't sound like a lot of money, but we couldn't afford to lose that amount of money again. Our wives were going, 'What are you guys doing? You quit your great jobs, and now you've got no paychecks coming home...'

"We took our wives to Aruba for a week, and lay back on the sand and evaluated everything we were doing. It was almost the flip of a coin, for us to say, 'Let's go back and do it again,' but we said, 'Okay, let's go for it.'"

In 1983 they produced three more job fairs in Santa Clara and published a schedule of events so recruiting companies could plan their efforts. The result was so successful that in 1984 the founders sold the relocation business to a local real estate franchise in order to focus on the job fairs.

The company was renamed Westech, after its flagship product the Westech Career Expo, and eventually grew to include not only the job fairs but a free tabloid publication, *High Technology Careers*, and, more recently, the Virtual Job Fair Web site (*www.vjf.com*), one of the nation's top-rated job boards.

By 1992, Lake had retired from day-to-day operations, and by 1996 decided to cash out, at which point Faltersack found a new partner in Central Newspapers, a publicly-traded national chain. This partnership has allowed such endeavors as the Phoenix edition of *High Technology Careers*, a joint venture of Westech and the *Arizona Republic*, a Central paper.

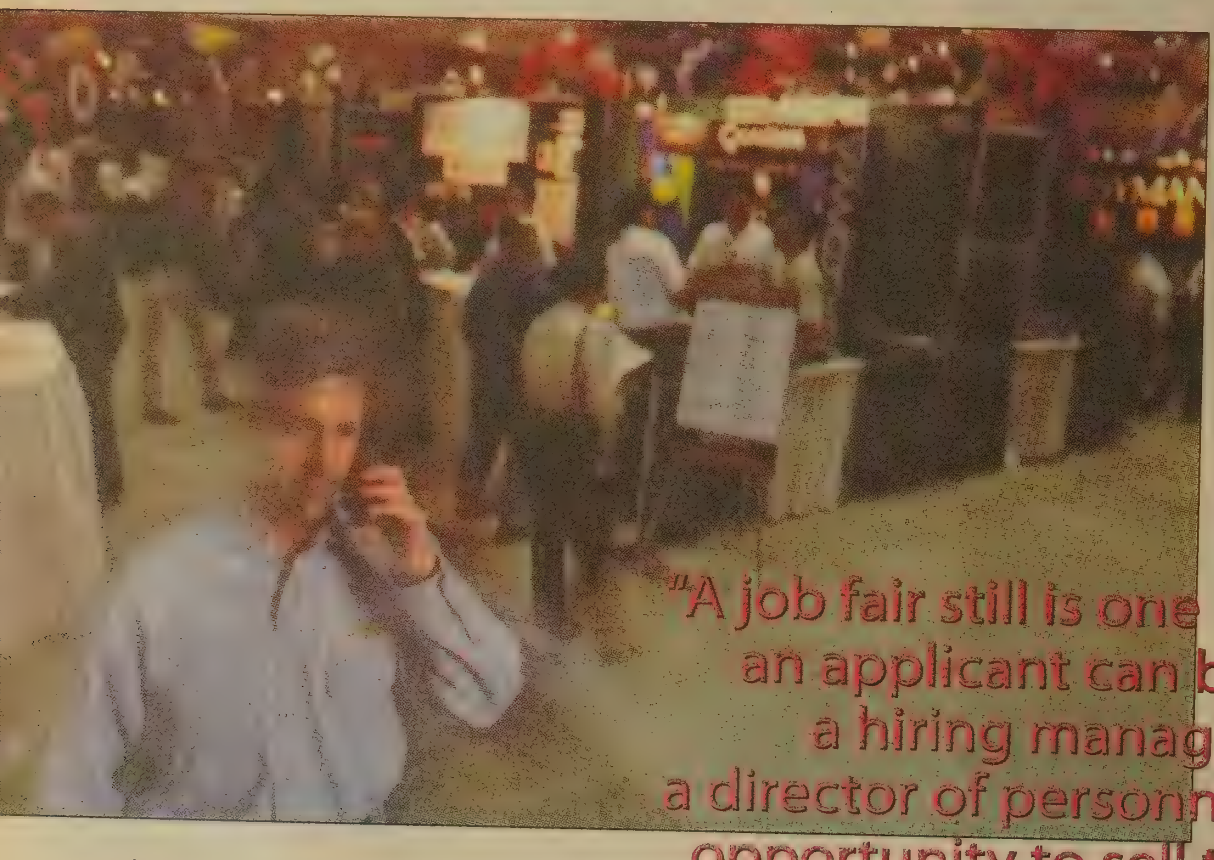
Westech currently produces almost 90 job fairs a year, in virtually every major high technology center in the United States—in addition to various Northern and Southern California locales, there are Westech Career Expos in Phoenix, Dallas, Denver, Portland, Seattle, Research Triangle Park, Raleigh-Durham NC, Boston, New York, Philadelphia, Orlando, Austin, Albuquerque, and Salt Lake City.

At a recent Westech event in Santa Clara, we sat down with Faltersack, who currently serves as president and CEO of Westech ExpoCorp, to get his perspective on today's red-hot technical job market, and the changes he's seen in his company's long successful run.

From an employer standpoint, what's attractive about job fairs compared to agencies, headhunters, advertising, and all the traditional channels? Where do job fairs fit in the food chain?

Job fairs used to not be in the food chain at all. It used to be, "Oh, I'll pull a little bit of budget from my classified advertising budget and we'll go spend a couple dollars on job fairs, go out and try a few..."

Over the years, interacting face to face has just become more and more popular. The last three years have probably seen more growth than the previous fifteen years I've been in the business. I believe it's because, as we become more of an information society, people are losing more of the human interaction that they once enjoyed—whether they realize they enjoyed it or not.



"A job fair still is one way that an applicant can be in front of a hiring manager or a director of personnel and have an opportunity to sell themselves, rather than having a piece of paper sell them."

It used to be that you could call somebody on the phone and get a person. Now you call on the phone and get voicemail, and go back and forth on voicemail. You've got emails. You've got all this interaction that is taking place through technology, but no human interaction.

I think the more people get pulled off in that direction, the more people need things to do that allow them to interact with people, whether it's job fairs or social events or going to the clubs or whatever.

People are social bugs. I think job fairs have started to really blossom because of that. It still is one way that an applicant can be in front of a hiring manager or a director of personnel and have an opportunity to sell themselves, rather than having a piece of paper sell them. Or having an email sell them to that employer.

How did you get into magazine publishing from job fairs?

We noticed in 1982 and 1983 that when an employer would go to a job fair, they would augment their participation with advertising dollars being spent in the Help Wanted sections of the major local daily newspapers—specifically here in Silicon Valley, the *San Jose Mercury News*. Here we'd be putting on a job fair—back then maybe you'd have $200,000 in revenue coming in from this small job fair—and then the customers would spend $400,000 out there in newspaper advertising to promote the specific nature of what they're looking for at the show.

We looked at that and said, "Yeah, we're leaving all this on the table here, and they put the money into an ad, it's out there on a Sunday, and it's gone. Just like that, it's gone."

So we came up with the concept of putting together a magazine that would have some shelf life. It was distributed in the *San Jose Mercury News* from 1984 through 1990. Instead of running a quarter-page black-and-white ad in the classified section, you could run a full-page, four-color ad, with page dominance, in our magazine and it would be the same price. A full page, four-color, for the cost of a quarter page. Not only that, it's the perfect size to fit in a briefcase; it's something that's going to be pulled out and left on the coffee table; it's not just going to be tossed after one day of perusing it. So it added shelf life for the employers, and that's how *HTC* came to be.

It was just a no-brainer decision for the employers to make. We do nine issues in a year now.

Finally, in 1990, the *Mercury News* gave us notice that they would no longer accept our insert, even though they would accept *Parade Magazine*'s or anybody else's out there. We were targeted as one customer they wouldn't accept it from any more.

They had their own reasons for it. But it ended up being one of the best things they could have done for us in the long run. Initially it was difficult because we had to start a whole new distribution for the magazine, but what came out of it was the fact that instead of going out to 350,000 people stuffed in a newspaper that's three inches thick, now it goes out to about 150,000 people, but they're all technologists—engineers, computer scientists, all people that have requested to receive the magazine. You're going directly to people that want it, and they don't have to dig through the paper to find your information.

As a consequence, the magazine's just about doubled in size subsequent to their booting us out of the newspaper. A turning point that could have been very bad turned out to be probably the best thing they could have done.

And then along came the Web, which was as much of a paradigm shift for you as it was for everybody else!

The Web is something I can't take a lot of credit for. My partner, and the publisher of *HTC* magazine, Paul Burrowes, is the one that really had the vision on the Web.

I looked at it as, "It's a value-added product for my customers of the job fairs and the magazine. We can have an Internet version of *High Tech Careers* magazine so our advertisers have their ads put up on the Web for free so it's additional visibility for them." From the job fair standpoint, same thing—"They're going to go to the job fair;

continued on page 130

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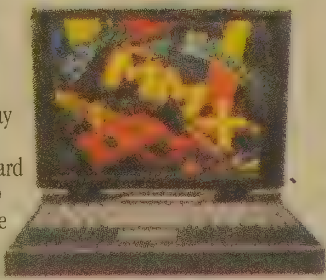

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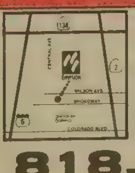

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ENVISION

Experience life at 400MHz...

Fusion²BX Pentium IIs

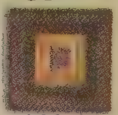
440BX Pentium II Chipset

Get the latest Intel 440BX chipset with your new Pentium II system. The 440BX is the first chipset with a 100MHz bus clock giving unparalleled system performance. It also features such as the Advanced Graphics Port plus support for SDRAM memory, Ultra ATA/33 IDE hard drives & MMX technology. The BX is the next level in Pentium II performance!

Intel Pentium II CPU Now Up to 400MHz

Get 64-bit power, MMX technology and performance up to 200% faster than a Pentium with Intel's Pentium II CPUs. And with Intel's latest generation Deschutes Pentium II CPUs, your applications will now be flying at speeds up to 400MHz!

Intel MMX Technology



Intel's hot new MMX technology gives you 57 newinstructions designed to make your multimedia fly with optimized performance for your video & audio clips, MPEG, DVD, etc.

Accelerated Graphics Port

The AGP (accelerated graphics port) is the revolutionary new Intel-developed port specfically designed to help graphics performance. With a direct bus to the CPU, the AGP allows for graphics throughput up to 4 times faster than standard PCI graphics cards.

Ultra ATA/33 Hard Drives Up to 12GB of Storage

Ultra ATA/33 (also known as Ultra DMA) is the newest IDE hard drive technology offering transfer rates of 33MB/s, 2 times faster than standard Enhanced IDE hard drives, for super fast hard drive performance. Plus, you can now get up to 12GB of storage on one drive so you can load all the programs you want without worrying about space!

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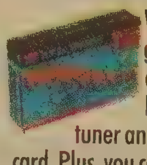
Why wait when you can zoom on the Internet with 56K Fax Modems from Diamond featuring the new v.90 ITU standard. Transfer files, send e-mail or browse the Internet at up to twice the speed of 28.8 fax modems. Plus all Envision systems come pre-configured to run on the Internet with Microsoft Internet Explorer!

ATI All-in-Wonder Pro



With the All-in-Wonder Pro, you get a super-fast 2D & 3D graphics accelerator powered by ATI's new Rage Pro 3D chipset plus a TV tuner and video capture system all on one card. Plus, you can see it all on your big screen TV with the PC2TV output port. No wonder its a PC Magazine's Editor Choice.

Universal Serial Bus

Hooking up devices to a computer used to be hard. Not any more! With Universal Serial Bus, you can now add up to 127 devices, such as telephones, cameras, scanners and speakers, with little hassle and no IRQ or DMA nightmares! Plus, at 10MB/s throughput, you get performance that's up to 100 times faster than the old serial port. The Universal Serial Bus offers speed, flexibility and upgradability.

Microsoft Windows 95 OSR2

Microsoft Windows 95 OEM System Release 2 (OSR2), the latest version, is now standard on most systems. OSR2 comes with new advanced features such as FAT32 32-bit clustering plus support for USB & other new peripherals.

Envision offers you a whole range of options that you can get with your new Envision computer. Pretty much, anything you see in our catalog can be added to your new Envision sytstem. You can also substitute any part on the system with a part you want, just pay the difference in price.

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- 2X DVD-ROM IDE Drive (20X CD-ROM)
- Sound Blaster Awe64 Wavetable Sound
- 180 Watt Power Amplified Stereo Speakers
- Diamond Supra 56K v.90 Fax Modem/Voice
- Windows 95 OSR2 plus Super Bundle

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Envision also has some of the best service and support. At Envision, we feel that the most important factor in choosing a computer is not only the price or performance, but the place you buy it from. That's why our staff is dedicated to giving you the best service and support possible.

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We will gladly install all upgrades and options that you add to your system at the time of purchase free of charge. That could save you hundreds of dollars in installation and labor charges. It's just one of Envision's many extra free services.

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Envision also offers a whole range of extra services for businesses such as networking installation, business automation, and Internet services to help give you a total computer solution for your business.

OVER 10 YEARS IN THE INDUSTRY WITH 25,000+ HAPPY CUSTOMERS

Envision has been in the industry for over 10 years and during that time, we have sold computers to over 25,000 customers. While other computer companies have come and gone, we have been right here serving the SoCal community and will continue to do so.

We would like to thank all our customers for choosing Envision. All 25,000 of you.

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Intel Pentium 166 MMX	$749
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Intel Pentium 200 MMX	$779
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- Windows 95 OSR2 plus Super Bundle

Monitor Sold Separately (see below)

Intel Pentium 166 MMX	$849
AMD K6-200 MMX	$849
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  Upgrade to 8.0GB Ultra ATA BF HD - add $60
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- Diamond Viper 330 128-bit Graphics/4MB
- 2 Hi-Speed Serial/1 Parallel Ports
- Medium Tower/230W PS
- 104-key Win95 Keyboard & Mouse
- 32X IDE CD-ROM (4800KB/s)
- Sound Blaster Awe64 Wavetable Sound
- 350 Watt Subwoofer Speaker System
- 56K x2 Internal Fax Modem/Voice
- Windows 95 OSR2 plus Super Bundle

Monitor Sold Separately (see below)

Intel Pentium 166 MMX	$1049
AMD K6-200 MMX	$1049
Intel Pentium 200 MMX	$1079
AMD K6-233 MMX	$1099
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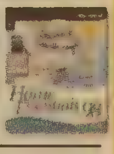

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Hyper² LX Pentium II Systems

Envision's Hyper² LX Pentium II systems feature Intel's Pentium II processors bundled with Intel's 440LX AGPset chipset to give you out of this world performance. The new 440LX chipset is the first Pentium II chipset to offer support for Intel's MMX technology, super-fast 10ns SDRAM memory, and Ultra ATA IDE hard drives/controllers with up to 33MB/s transfer rates. Add the new Advanced Graphics Port (AGP) providing up to 4 times more throughput than standard PCI graphics cards and you have a really fast system. But that's not all because Hyper² LX systems also come with 56K fax modems so you can surf the Net faster, Sound Blaster Awe64 wavetable sound cards with amazingly realistic sound, dual USB ports and 24X to 32X CD-ROM drives. Best of all, you get all this speed without hurting your wallet. Envision's Hyper² LX Pentium II systems - power without the price.

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  Upgrade to 8.0GB Ultra ATA HD - add $60
- AGP STB Velocity 128/4MB Graphics Card
- Dual Universal Serial Bus Ports
- 2 Hi-Speed Serial/1 Parallel Ports
- ATX Medium Tower/230W PS
- 104-key Win95 Keyboard & Mouse
- 32X IDE CD-ROM (4800KB/s)
- Sound Blaster Awe64 Wavetable Sound
- 180 Watt Power Amplified Stereo Speakers
- 56K x2 Internal Fax Modem/Voice
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Monitor Sold Separately (see below)

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  Upgrade to 12GB Ultra ATA BF HD-add $140
- AGP ATI All-in-Wonder Pro/4MB Graphics
  2D/3D Accelerator · TV Tuner · Video Capture
- Dual USB/2 Hi-Speed Serial/1 Parallel Ports
- ATX Medium Tower/230W PS
- 104-key Win95 Keyboard & Mouse
- 32X IDE CD-ROM (4800KB/s)
- Sound Blaster Awe64 Wavetable Sound
- 350 Watt Subwoofer Speaker System
- 56K x2 Internal Fax Modem/Voice
- Windows 95 OSR2 plus Super Bundle

Monitor Sold Separately (see below)

Pentium II 233 MMX	$1499
Pentium II 266 MMX	$1599
Pentium II 300 MMX	$1699
Pentium II 333 MMX	$1899
Dual Pentium II 266 MMX	$2299
Dual Pentium II 300 MMX	$2599
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Hyper²LX SCSI

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  Upgrade to 9.1GB Ultra Wide HD - add $480
- Adaptec Ultra Wide SCSI-3 Controller
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- Dual USB/2 Hi-Speed Serial/1 Parallel Ports
- ATX Medium Tower/230W PS
- 104-key Win95 Keyboard & Mouse
- 32X SCSI CD-ROM (4800KB/s)
- Sound Blaster Awe64 Wavetable Sound
- 350 Watt Subwoofer Speaker System
- 56K x2 Internal Fax Modem/Voice
- Windows 95 OSR2 plus Super Bundle

Monitor Sold Separately (see below)

Pentium II 233 MMX	$1599
Pentium II 266 MMX	$1699
Pentium II 300 MMX	$1799
Pentium II 333 MMX	$1999
Dual Pentium II 266 MMX	$2399
Dual Pentium II 300 MMX	$2699
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15"	Panasonic P50	1280x1024/0.27 dp	$259
17"	Cybervision C70	1280x1024/0.27 dp	$329
17"	Panasonic S70	1280x1024/0.27 dp	$399
17"	Cybervision ds86	1600x1200/0.25 dp	$449
17"	Viewsonic GT775	1600x1200/0.25 dp	$599
17"	Iiyama 9017 Pro	1600x1200/0.25 dp	$629
19"	Mag DJ800	1600x1200/0.26 dp	$649
21"	CyberVision ds95	1600x1200/0.25 dp	$899

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The View From The Job Fair

continued from page 126

we'll load the company name up on it, get some information on the company, and allow the viewing Web audience to see a little bit about the companies before they come down to the job fair." But again, it was strictly value-added.

Paul saw it as a major paradigm shift in where the market is going. He's turned it into a gateway to the Internet, to the whole World Wide Web of opportunities.

If you go through our site, you'll see links to every credible job board out there. We have links going to hundreds and hundreds of other career sites, and other areas to find information on careers. We wanted it to be a gateway where instead of saying, "Oh, I've got to go to CareerMosaic, and then I've got to go to MonsterBoard, and then I've got to go to the Virtual Job Fair..." we wanted them to say, "I'll go to the Virtual Job Fair, and from there I know I can find all the connections to every career possibility out there on the Internet."

At this time we get about two million plus hits a week on the Web site. For the last Santa Clara show we got half a million hits on one day—that was a one-day traffic record on our site.

Every day on it is like a mini job fair. Every day about 2000 resumes get mailed out to our customers—advertisers that are on the Web. The traffic is phenomenal.

What's the business model of the Web site? Who pays for it?

Our business plans have never included the applicant paying for anything. It's the employers that want to get the applicants, and to charge applicants admission to a job fair or whatever is something we've just never felt good about.

The employer pays for the advertising space on the Web site, just like they would for an advertising space in the magazine or a booth space at the job fair. There's a lot of options they can have on the Web site. They can do banner advertising, or they can literally run their whole career Web site. We can manage it for them, which we do for a lot of the larger corporations.

Or they could just have five openings. It makes it affordable for a company that has ten employees and two or three openings they want to fill, but they're technology-type openings. It brings the affordability there for the small people, and it brings simplicity in managing the infrastructure of job requisitions for a large company.

They put the ad on the site—do you have a mail-to button for people to submit resumes, or do you filter the resumes?

We try to provide the vehicle to put them together, but we don't get in the way of the process.

So you're not an agency.

We're not a headhunting firm; we don't need resumes; we don't get involved in the resumes ourselves. The same with the job fairs—we provide a vehicle that allows applicants and employers to talk. If they get together and a match is made, great. But we don't take resumes. We don't get involved in that portion of the process.

The same with the Web site. Applicants do a search and find 50 companies that are looking for their type of skill sets. They respond to five. Those five employers get their resumes directly to their email box, or it might be mailed directly to their applicant tracking system these days. That's it. The model is that the employers pay for the service.

Say I was a job-seeker going to your board. What would I do?

It depends. One thing we've done is focused it strictly on high-technology.

So as an English major I shouldn't even bother?

As an English major, you would find very few opportunities on our site.

If I were a C++ programmer, on the other hand...

I did a search the other day for ASIC design engineers, and I think 450 jobs came up.

What trends have you seen over the time you've been in business as to skills going in and out of favor?

I can remember back in about 1984 or 1985 when UNIX was a new thing and you couldn't find UNIX programmers anywhere. They were the hottest-demand person out there. Today you can find UNIX people everywhere.

There was a period of time during the defense buildup where somebody came out with some bizarre new language like ADA, which is a military defense language. Of course when they come out with a new military top-secret language, nobody knows it. So all of a sudden everybody wants ADA programmers. But nobody even knows what ADA is. I still don't know what it is!

You see these different languages or areas that become really, really hot, and they grow and all of a sudden everybody says, "Oh, a hot new language! I'm going to start learning it!" Now you're out there with HTML and Java and all these Internet languages.

In the software arena, there's always going to be a new, better language coming out that's replacing something that used to be there. On the hardware engineering side, it's really a tough thing, because when something's really hot and there's a real shortage of it, the colleges still take another year to get on the bandwagon of encouraging their engineering students to focus in that direction. By the time they put them out four years later, it's six years after the demand was really there; all of a sudden you've got all these engineers coming out, and what they thought was hot six years ago is now just an area where people are out there everywhere with those skills.

What follows from that is that years ago you could pretty much graduate from college with your lifelong complete skill set, and go to work and never go back to school at all. That is clearly not the case today. How big a component of the job picture is ongoing education?

That's the reason I'm glad I'm not an engineer or a programmer. Because if you choose a technical skill, you basically have chosen the path of going to school and continuing to educate yourself for the rest of your life. Somebody that's in marketing or sales or customer service or another type of nontechnical role can learn the lingo and learn the buzzwords and learn the product to a level necessary to be competent for what the job requires. But if you're out there designing, developing, building next-generation products, you've got to continue your education.

The biggest problem with that came at the end of the '80s when the defense buildup was done. We'd just finished 20 years of defense buildup, and we had tons of aerospace engineers and defense electronics engineers that had spent 20 years building one little component of one little black box. They might never have known what the whole box did, but they built one little part of it.

Twenty years later, they don't need anybody to build the black box anymore, much less that one little component of it.

They were on the streets back in '89 and '90. It was a real shock for them, because they realized their skills were not desirable by any commercial industries out there. The ones who very quickly adapted, and came to the understanding that they needed to take what they knew and build on top of that with continuing education, got back in the labor force. Today they're mainstream producers in the commercial electronic industries.

I remember going to job fairs where you'd have some of these engineers coming through saying they were just a knock on the door away from losing their house to the bank, that they were out trying to sell cars while they're trying to find a job. So they were doing something totally out of their element anyway—typically engineers aren't good car salespeople—but doing whatever they could do to try to put food on their families' table.

But really the one thing they needed to do was jump right back into school and do what they do best. Learn, and go back out, and use those new skills to continue in their engineering field.

continued on page 134

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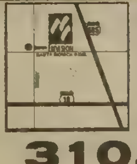

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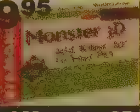

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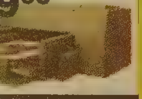

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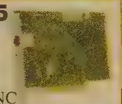

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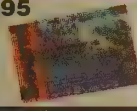

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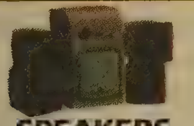

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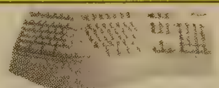

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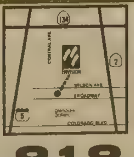

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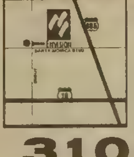

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The View From The Job Fair

continued from page 130

If you can keep your skills current, is it true that you can pretty much surf the boom and bust cycles as an engineer? You read about incidents like the recent layoffs at Apple, with headhunters all but camped on the doorstep to recruit those people. Are massive layoffs in high-tech not as traumatic as they would be in, say, Detroit?

That's true. You may have language barriers from one country to the next, but computer languages know no human languages. If you're a C++ programmer, your demands and your skills are desirable in just about every major city in this country—there's a certain amount of high-tech industry that's employing people in those cities, or in the Canadian markets, or in the European markets or the Pacific Rim.

I think that those with technical skills these days, who keep up on them, will be employable into the foreseeable future. It's only the ones that get stuck into whatever it is that they're doing and feel that they don't have to continue to improve themselves who get stuck in a rut doing one thing.

They say, "Okay, I'm making good money doing this, I'm having fun, I'm going snow-skiing every weekend, I'm doing whatever"—and they wake up in seven or eight years and realize that nobody wants their skills.

That wave has passed.

Yes. Basically they got left off on the last swell.

That brings up a point—is it possible to have an economy where you've got thousands of job opportunities that go unfilled, and at the same time have thousands of people unemployed?

At the grassroots college level, we in America do a very poor job in helping our students understand where the future jobs are going to be out there, where the employment's going to be for the next millennium. As a consequence, we put through the system way too few software engineers and electrical engineers and people that are going in the direction that technology is going.

We're putting through way too many students that are in Marketing Communications and similar areas. When they get out of school, they don't find the demand for the jobs that they would if they'd taken a different path.

If you look at the engineering mix, most of the people in the engineering classes seem to be foreign students coming into the country to get their education. They work hard, they apply themselves—

They go home and they start companies.

They go home and they start companies, or they start working at high rates of pay for US- or foreign-based companies. And we go out and get our degrees in MarCom and end up waiting tables.

The whole society seems to be becoming a two-tier society. There are those that are involved in the high-pay jobs—technologists, programmers, engineers—that are making the top salaries.

The other fastest-growing section of the US labor force is the service sector. But the service sector doesn't pay anything—we're talking about people that are working in restaurants and working in different industries that are service-oriented.

Landscape and child-care and dog-walking.

All of that. That right there is forcing us into a two-class society.

I think middle-class America is becoming much smaller—you've got people that are headed toward the upper middle-class, and you've got people heading towards the lower-class, and it really depends on the paths they take, whether they want to apply themselves to learn what they have to learn to head in a more prosperous direction.

> "We provide a vehicle that allows applicants and employers to talk. If they get together and a match is made, great."

Your basic Stanford engineering student, for example, probably knows all this stuff cold and has the lifelong red carpet after graduation. But suppose you're an engineering student in your senior year at a relatively obscure college. What should you be doing to make yourself more employable?

If you're going to Joe Schmoe College, but you're still an engineering student, I think the main thing is that you need to be aware of what the market is looking for.

You've got all your basic engineering skills; you've got a platform you're going to build your career on in whatever company it is that you take employment with. You need to be aware of what languages, or what particular technologies, are up-and-coming, and apply your last year to learning as much about that as you can.

These days if you're a BSEE getting out of school, you're going to get a job somewhere. You're going to get a good-paying job somewhere. There are that many jobs out there. How well prepared you are will determine whether you get the job you really want—at least the job you think you want when you're that age and ready to go set the world on fire—or get a BSEE-oriented job that doesn't necessarily have leading-edge enticements to it.

There are people who are developers, and there are people who are supporting, and typically the support type jobs, taking the products that some development engineers have already built, and you're just out there making sure the product keeps running or the manufacturing line keeps going and producing the products.

They're going to get a job—the question is what level of job they'll get.

The same holds true with computer science—you spent your years going through your computer science courses to become a programmer, and towards the end you have to say, "What am I going to specialize in?" If you're going to specialize in a language that's on its last legs, then you're just going to be in a support and maintenance position of keeping this running.

But they thought COBOL was a dying language, and now it's very much in demand!

Yeah, it's true.

But then, if you look at ADA programming—from there being no ADA programmers, all of a sudden everybody realizes that ADA programmers are some of the highest-paid programmers out there, working for defense companies and getting secret clearances and all this neat stuff, so they become ADA programmers.

All of a sudden, no ADA programmers are needed again.

Again, ADA programmers are very specialized and couldn't go out into the consumer market and become reemployed without some retraining. Now, all of a sudden, so many have said, "Forget this ADA stuff, we don't need it, I'm going to go out and retrain myself"—now that there are no ADA programmers left. All of a sudden the few defense companies that are left are out looking for ADA programmers. When they find them, the programmers say, "We did five years of ADA programming back in the late '80s and early '90s. Forget it, I'm never touching that language again!"

So they can't even convince them to take the job.

So what if you're not an engineering student? What if you're a business major? What's not a waste of time for you to be doing? Are your clients even interested in people like that?

Our clients need people like that, but those types of people come to them unsolicited. There's supply and demand for folks getting out of school with marketing degrees and business degrees—the supply is there in great enough numbers that

continued on page 138

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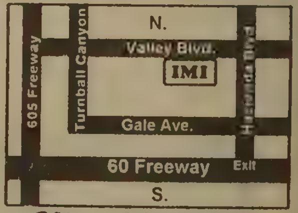

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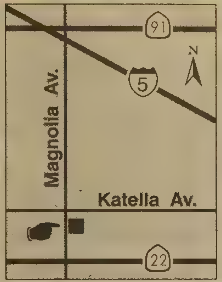

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The View From The Job Fair

continued from page 134

the employers don't need to go out and spend endless hours trying to seek them out and convince them they should work for the company.

Your MBAs come in over the transom, pretty much?

Yeah. There are jobs out there for them, definitely, but it's a lot more competitive for the applicants when it comes to the non-technical types of jobs.

And then you get to the folks who choose not to get college credentials, for whatever reason, and to me, that's the scary side of it. People who choose not to further themselves to the point where they can be working in the white-collar jobs are going to be doing the low-paying work.

For programming jobs, how important is a college degree? I know successful technical people who are literally high school dropouts, and others with PhDs.

There are some companies that won't even look at you unless you have the right credentials to start with—those are typically your really large companies. Your HPs, your Texas Instruments, your large corporate America where they have job grades. The job grade says you have to have this education, and you have to have this experience, and this is the salary range of that job grade, and for you to get in there, the round pegs need to fit in the round holes. If they don't fit, you won't even get to present yourself to them.

> "These days, most of the employment is coming from smaller companies—startups or companies that have fewer than a few hundred employees. They're not nearly as regimented or critical about having that piece of parchment. What they want to know is, can you walk in this door tomorrow and be up and running?"

These days, most of the employment is coming from smaller companies—startups or companies that have fewer than a few hundred employees. They're not nearly as regimented or critical about having that piece of parchment. What they want to know is, "Can you walk in this door tomorrow and be up and running, not tripping over your feet, helping us get our product to the marketplace as quickly as possible, with it being the best possible product?" They don't care about the degree—if the person has the skills, they're going to be okay.

There are people who transition through that stage of learn-while-you-earn: "I don't have a degree, so I'll start as a technician in this company, and I'll look over the shoulders of the engineers and learn what they do." Eventually they become an engineer—they've earned the rights within that company, and from there some can transition into bigger companies that might require a degree, or *say* they require a degree, but they've got the skill sets necessary.

That's always more of a challenge. If you can get the face-to-face presentation with the person making the decision, you'll have the best ability to overcome that hurdle. But if people are strictly looking at a piece of paper, they have to start somewhere. They start looking at the paper, and if they don't see the initial credentials, they typically never go any deeper into the resume. That's an area where being face-to-face, selling your skills to the right person, can be a big advantage.

It's just easier if you go ahead and get the credentials. The day you get out of school it makes life easier. Fifteen years later, your resume might be in a database out there on the Internet, and when they're doing searches, and they're saying, "Give me all your BSEEs with five to fifteen years experience that have this particular type of degree or this and that," if you don't have it, you get missed out in the results of those searches.

How sophisticated are the search engines that are doing that right now?

Today I'd say they're very sophisticated—not just ours. There are many boards out there with some tremendous search capabilities, to the level of claiming artificial intelligence.

Our search engines three years ago were sophisticated for that time, but if you look back on them today you wonder how we ever got by with those. I find that the useful life of a search engine has gone from being a few years to single years to less than a year.

I know we just went to a new search engine a matter of weeks ago, and I think the one we had before was maybe nine months before that.

What hardware are you running on?

We're running on Silicon Graphics Web servers. There are a lot of systems and platforms; it's not so important what hardware you're running on these days.

We started off with a Silicon Graphics Indy for about $20,000; our next SGI server ended up being about $120–140,000. We just recently went up to our third generation of hardware, and that was a $180,000 SGI server. I think we went a whole year before we upgraded from our second to our third one.

Now, rather than continue to do that, we're looking at going with somebody that can basically put our Web site on a bigger computer, one on the West Coast and one on the East Coast and one in Europe, so we're mirroring it and dividing up our traffic and reducing our chances of one major portion of the Internet being down.

Where are your recruiting companies from?

Ninety-nine percent of them are US-based or US-located companies. We'll have companies from Boston recruiting in California to bring people back that way. We'll have companies in California recruiting in Texas to try to pull them up there. We've got companies going all over the country to find the talent they need to satisfy their requirements.

Do you find a regional variation in requirements?

You see different markets that, for whatever reasons, kind of specialize. Portland, Dallas, Austin, and Phoenix tend to be very semiconductor-heavy markets. In Seattle and Denver and again in Dallas, there's a lot of computing and information systems. If you go to Los Angeles, there's a lot of banks with a lot of information systems requirements. Same thing with defense companies—you'll find them in particular parts of the country.

Specifically between Northern and Southern California, what kinds of variations do you see?

Well, in Northern California there's basically everything. There's a big concentration of defense. There's a big concentration of semiconductor. There's a decent-sized concentration of telecommunications. In software, information systems, and business applications as well as scientific programming and developing software—you've got everything here.

What about entertainment stuff? Web authoring?

In Northern California, it's all here. But when you get to Web development and game development and stuff like that, I don't know that there's one particular area that's really big. Game developers work for companies, but chances are they're working out of their homes developing a game on contract for Nintendo or

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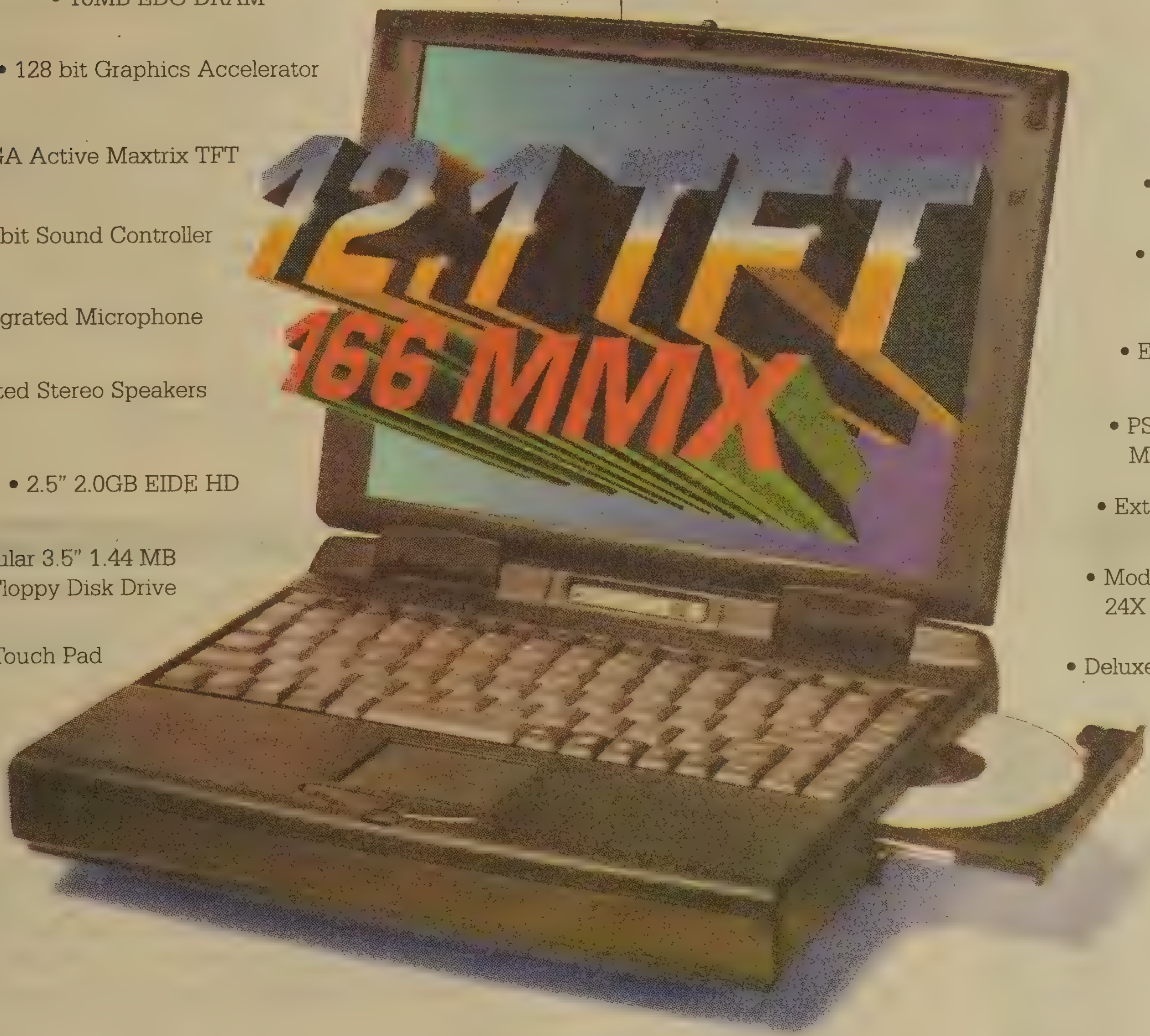

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The View From The Job Fair

continued from page 138

one of the large game companies. They don't have to be in one specific location to be doing that.

Southern California has very little semiconductor—typically the semiconductor industry down there is almost limited to situations where maybe you have a large company that has a little research lab developing circuitry for one of their products; they'll develop the chip and contract it out to a foundry to build the chip. There's still a lot of defense and aerospace down south; there's a lot of information systems, a lot of computer science, a lot of biotech.

Is there much demand in the entertainment business in LA?

I don't feel like I have a real good grasp on that. Disney is one of our clients, and they'll go with us and exhibit in certain markets trying to draw people into Southern California.

We don't see entertainment companies out there with us that much, because a lot of the young kids that have the programming skills are out there trying to get in. I think the game companies have a little better luck having the programming types come to them, because they're in such a creative field.

There's a lot of talk now that there aren't enough qualified US citizens to fill all the jobs, and therefore we should increase immigration quotas. How do you see this? Is there really a shortage of qualified people?

If you look at it as a global issue—global supply and global demand—there's not enough people to supply the global demand. Therefore I think opening up the quotas to allow more foreign people into the country to work does more to help the global situation. It helps to increase the global competition.

There's a tremendous shortage of the right type of people in the US today, and yes, you can find those people by going to Bangalore, India or London or Glasgow, and you can pull those people over here.

But they have shortages over there too.

And they're over here recruiting, too!

Absolutely. There's something really fun about that.

If you're a US citizen and you've lived here your whole life, there's something really neat about being able to go to Scotland and spend a couple of years working in a foreign country. It's part of life's experiences. If I want to move to France, I should be able to go to France and live in a villa on a vineyard somewhere and be a programmer.

And it looks great on your resume besides!

Absolutely. But it's a global problem.

So, as we sit here in the spring of 1998, based on what you're seeing at your job fairs, what are the most in-demand skills to have right now?

I think the area that's developing the quickest, and has the most excitement, has to do with the areas of interconnectivity of computers and people. The Internet; software and hardware products that are going to allow people to have videophones that work at a real-time level, whether you're across the desk or around the world, your communication is instantaneous.

Developing those products, and the databases and telecommunications and everything that's going to tie all that stuff in together, is a hot area. Secure transactions on the Internet. Just developing the backbone of the Internet so that it can handle all of this additional traffic.

All those areas are where the fun jobs and the real demand are coming from in the years to come. And it's going to be coming from small companies that employ 20 or 200 people, as well as the IBMs and the Compaqs and the Microsofts, who are out there trying to show the labor force that, "You can work for a big company like us, but we'll treat you like we're a small company." I think that's where it's going. ◆

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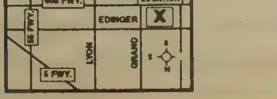

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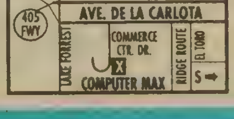

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Enhance, Not Replace, Classroom Learning

The Autodesk Foundation's School-To-Career Program

By Michael Robin

> *School-to-Career programs offer a structure for transforming teaching—and learning—from a static experience with "teachers telling" to a more engaging and dynamic process of "students doing."*

From this side of the new millennium, crossing the bridge to the 21st century looks precarious. "Today's workplaces and those of the 21st century are finding that students are not prepared for the workplace of the future," explains Judy Morgan, School-to-Career Program Manager at the Autodesk Foundation. "Work requires people to excel in solving problems, thinking critically, working in teams, and constantly learning on the job in order to compete in a global and technology driven economy."

Clearly, in the next century, the US economy, and society in general, will require a skilled and informed citizenry. A skills-deficient population threatens not only economic growth, but a vibrant democracy as well.

In the face of widespread concern that students leaving high school are unprepared for work, lifelong learning, and citizenship, the 1990s have witnessed a wide range of initiatives in educational reform, including many types of public-private partnerships. School-to-Career programs represent an important strategy for involving businesses in addressing these issues.

School-to-Career programs are typically characterized by work-based, or project-based, learning opportunities—such as internships, job shadowing, and mentorships—designed to help prepare students for entering the real world. But they seek to do more than traditional vocational training.

School-to-Career programs offer a structure for transforming teaching—and learning—from a static experience with "teachers telling" to a more engaging and dynamic process of "students doing." The goal of connecting classroom learning with real world problems is not only to help make these young adults more likely to be employed, but also to strengthen their self-confidence and further develop their desire to learn in schools as well as throughout life. Ultimately, as individuals are more engaged in learning and understanding the world around them, they are better able to participate and contribute in their communities—which is also one of the main goals of education.

Foundations For Learning

The Autodesk Foundation was established by Autodesk, Inc. in 1990 "to create a bridge between business and education communities engaged in school reform in order to provide vision, leadership, and incubation to new and expanding initiatives and collaboration." In 1992, in response to student requests, the Foundation launched an experimental internship program at Autodesk, Inc.

For many at the foundation, it was important just to start, with the understanding that the internship program would be revised and improved as time went on. One of Morgan's initial steps was to contact managers who might be interested in working with students and who might have interesting work for student interns. The first manager to become involved in the new program was in the Quality Assurance Lab, who according to Morgan, "quickly found out that interns could do more than just test design software and soon had them using [that same design software] to organize the layout of the lab and place its equipment."

Initially, the program made very few connections between what students were learning in school and the learning opportunities presented through internships. Over time, with feedback from students, teachers, and managers, tools were implemented to strengthen these connections.

While it is critical for work-based learning experiences to have a connection to the classroom, in designing the internship program, Morgan explains, they also "looked to connecting kids with the things that turned them on. What were their interests in life—was it art, bicycles, multimedia?—and drawing those interests out." In this way, students were given an opportunity to explore careers and to work with professionals and mentors who valued their contributions.

As word of the internship program spread, Morgan continues, she "began placing interns in other departments, including human resources, finance, technical support, sales, technical publications, and marketing services." Within three years, approximately 50 interns had been placed at Autodesk. That number quickly rose to over

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VALUE

Enhance, Not Replace, Classroom Learning

250 total internships by 1997. Currently there are 40 interns in the School-to-Career program at Autodesk.

The majority of interns are in the 11th or 12th grade, with perhaps one-third who are enrolled in two- and four-year college programs, as well as a few younger students (8th or 9th grade). Typically, students begin in unpaid internships, working 5 to 12 hours a week. After 3 to 6 months, they often become paid interns, averaging $7 per hour, working 10 to 12 hours a week during the school year, and full-time over the summer and holidays. Many students continue working at Autodesk until they go off to college, not always in the same job or department. Once they are known around the company and have a proven work record, managers like to hire them as part-time employees.

Benefits

For School-to-Career programs to grow they must be viewed as worthwhile by students who participate in them, as well as employers who pay for them. A 1995 US Dept. of Education study, *School-To-Work Initiatives*, explains that, "Effective STW [School-to-Work] reform, like the pebble tossed into the pond, has a ripple effect that includes important outcomes for all the major players in the effort. Outcomes for students may be the most crucial, but the system's survival is also influenced by how it affects the organizational partners."

During the summer of 1997, in meetings to discuss their experiences, student participants were very enthusiastic. Morgan recalls that "students felt that the program was 'an opportunity to explore options,' one that helped them 'know what to study in college.' When asked what key skills they were learning, one student replied that she appreciated the opportunity to work with a corporate culture, to learn how to talk to people, and to understand business priorities and values. 'In school you're forced to do things a certain way,' said another student. 'At Autodesk you're motivated to produce.'"

"The strength of the program is that it has had undeniable success," Morgan enthusiastically points out. "Students here do real work, add value to the company." At the same time that students are learning practical social and career skills, they have had a positive affect upon Autodesk."

As the students were meeting last summer, Foundation President Bob Pearlman convened a group of participating Autodesk managers to discuss the program and contribute ideas for its development. They too, expressed strong support for the program.

"All you hear in the news is about kids who are in trouble," said one. "I'm thrilled at the quality of students we get." Participants all agreed that their experiences had been positive, describing the interns as "diligent and conscientious." Calling the program "indispensable," another manager suggested that it be incorporated into management planning.

While most participating managers held a strong desire to provide students with opportunities to learn and grow and to give something back to the community, they also quickly recognized the benefits to their own working groups and organizations. The benefits from having student interns typically range from the fresh ideas and new perspectives that students provided to opportunities for supervisory experience provided to full-time employees. For instance, employees who supervise students gain supervisory, mentoring, and training skills. Analyzing tasks in order to convey them to students, and analyzing competencies in order to access their accomplishment, has led to improved internal training for regular employees, and reexaminations of internal career paths, according to some businesses.

These feelings were echoed in a study conducted by NELC (National Employer Leadership Council) *Learning and Earning: An Employer's Look at School-to-Work Investments*, published last month, March 1998. In examining the costs and benefits to eight employers participating in School-to-Career programs, which included Autodesk, BellSouth, Charles Schwab, Crown Auto World, Eastman Kodak, McDonald's, Siemens, and Sutter Health, the study "concluded that student internship programs have a net return on investment. Considering the cost/benefit ration of the program at eight companies, they found that Autodesk receives at least $2.32 benefits for every dollar invested in the program."

This positive return on investment is more than simply the difference between the value created from having students rather than higher paid full-time employees perform routine tasks and the combined costs associated with administering the program and paying the intern. The other main benefits cited were: reduced training and recruitment costs, improved community relations, improved productivity and morale among current staff, and increasing diversity.

Experience has shown that School-to-Career programs offer many benefits to students. Equally important, participating companies are discovering benefits that go beyond striving to "do the right thing" or talking about being a good corporate citizen. They are witnessing effects that would please a CFO, Human Resources officer, or even a Social Studies teacher. ◆

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Resources:

Autodesk Foundation
www.autodesk.com/foundation
Project Based Learning contacts and resources.

BaySCAN
www.autodesk.com/foundation/bayscan
A coalition of business, labor, k-12 schools and school districts, community colleges, and universities, School-to-Career (STC) providers, STC partnership organizations aimed at developing a Bay Area regional infrastructure.

School-to-Work
www.stw.ed.gov
Resources relating to the School-to-Work Opportunities Act of 1994

Study of School-to-Work Initiatives: Studies of Education Reform
www.ed.gov/pubs/SER/SchoolWork/study.html

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Northern California School-to-Career Practitioners Network
www.nww.org/nwwn/s2w/talist1.html
This network of School-to-Work and School-to-Career practitioners was formed in early 1996 to promote communication between the large number of organizations and individuals pursuing the development of STW systems in Northern and Central California. It is a group of federally funded local partnerships, schools, and community organizations moving forward to "make school-to-work happen."

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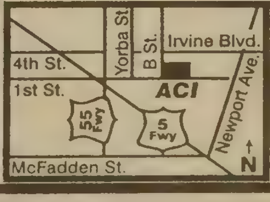

High-Tech Workers: What Shortage?

Many Skilled, Older Individuals Have Difficulty Finding Work

By James R. Wolf

When most people think of computer programmers, they typically don't think of a card-carrying member of the AARP, but maybe it's time they did.

We have all heard about the national shortage of computer professionals. A recent survey by the Information Technology Association of America (ITAA) reports that one out every ten computer jobs in this country remains unfilled. In addition, 70% of the companies it surveyed claimed that the shortage of trained IS workers was inhibiting their organizational growth. The crisis has caused President Clinton to recommend a multimillion-dollar spending package to help train computer programmers and many in congress have proposed loosening immigration controls to allow more IS professionals to move into the United States. Yet, all this comes at a time when the unemployment rate among high-tech workers over 50 is a staggering 17%.

True, when most people think of computer programmers, they typically don't think of a card-carrying member of the AARP, but maybe it's time they did. The high jobless rate for older computer professionals has caused many to believe that there really isn't an IS staff shortage, that the industry simply needs to wake up and get over its fascination with youth.

The Revenge Of The Dinosaurs

A few years ago, many computer companies seemed to think that older workers were expendable. At the same time younger programmers with Internet or visual programming skills were being hired, many mainframe pros were being downsized or forced to retire. Today, as the year 2000 looms and companies are scrambling to fill IS vacancies, workers experienced in older programming languages are once again in high demand.

To help companies find these experienced professionals, Senior Staff 2000, a job information databank for IS pros over 50, works to match older programmers with the growing demand for their unique skills. The databank contains information on over 10,000 seniors experienced with programming languages like COBOL, FORTRAN and RPG. Bill Payson, Senior Staff 2000's president, says the year 2000 (Y2K) problem is the "revenge of the dinosaurs." Adding, "Companies are in need of experienced COBOL programmers and the kids just can't do it."

COMSYS, one of the nation's leading providers of IS consultants, was one of the first national consulting groups to begin actively recruiting older programmers. Recently, they began partnering with Payson to match Senior Staff's experts with their clients' Y2K needs. However, COMSYS is not alone. Each day Senior Staff receives about 20 calls from companies interested in interviewing workers from their databank.

While Senior Staff is a helpful resource for companies trying to fill IS vacancies, it is a godsend for computing professionals over 50. In the youth dominated computing industry, 35 is often considered over the hill and many older IS professionals feel that they have been discriminated against because of their age. When an applicant receives an interview through Senior Staff, they know that the company is aware of their age and is actively looking for an older professional.

Training Is The Key

Not only are companies beginning to hire seniors to work on legacy systems and Y2K problems, many companies are also beginning to look to seniors to help them in other areas like network administration and training. In one innovative program Microsoft has teamed with Green Thumb, a leading provider of employment and training services for older Americans, to train low-income seniors for computing careers. It started in 1965 to make use of the "green thumbs" of retired farmers to help improve national parks and highways, Green Thumb has grown into the country's leading provider of training and employment opportunities for workers 55 and older.

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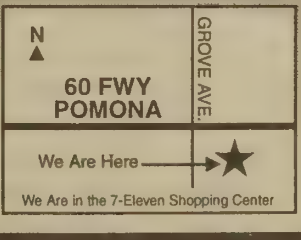

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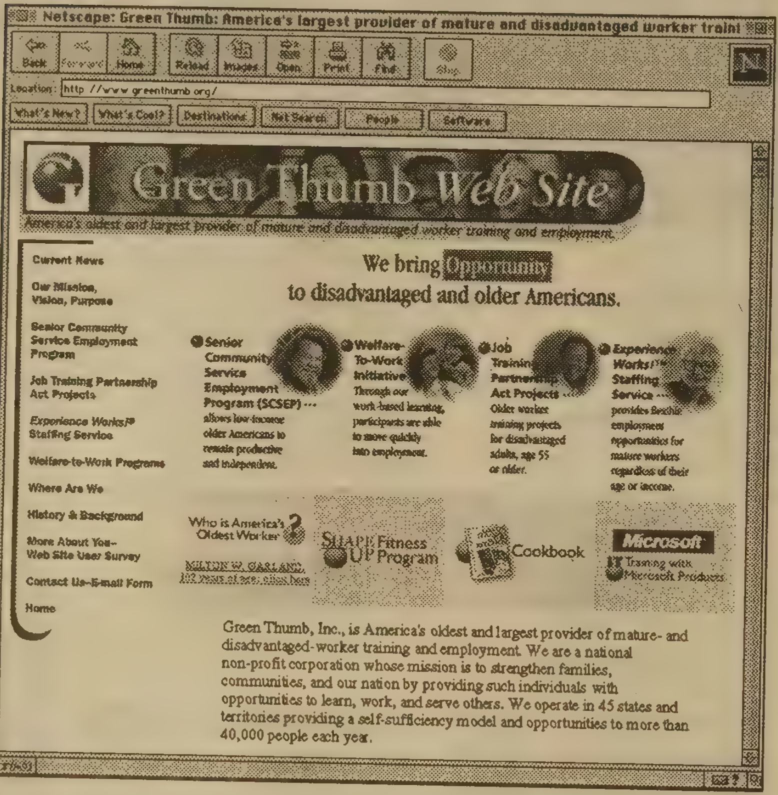
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Green Thumb, Inc., is America's oldest and largest provider of mature- and disadvantaged-worker training and employment. We are a national non-profit corporation whose mission is to strengthen families, communities, and our nation by providing such individuals with opportunities to learn, work, and serve others. We operate in 45 states and territories providing a self-sufficiency model and opportunities to more than 40,000 people each year.

In one innovative program, Microsoft has teamed with Green Thumb, a leading provider of employment and training services for older Americans, to train low-income seniors for computing careers.

Under the new program, made possible by a grant from the U.S. Department of Labor, seniors can train to become Microsoft certified software developers, trainers and system engineers. Currently, the demand for these skills far outstrips the supply of qualified workers and Microsoft Certified Professionals are commanding top salaries. According to one recent survey, the average compensation of an entry level Microsoft Certified Professional is over $61,000.

Initially, the training program will operate in three cities: Sacramento, CA, Baltimore, MD, and Austin, TX with others to be added later. While the small program is unlikely to offset the many thousands of reported IS vacancies, it may signal a shift in the attitudes of high-tech companies like Microsoft. Companies that in the past have not appeared interested in hiring or investing in older workers.

Nonprofits Are Also In On The Act

To help seniors remain current with computer technology, a number of groups have developed training programs specifically for older Americans. One of the most successful is SeniorNet, a San Francisco based non-profit group that provides computer training to people 55 and older. Nationwide, the group has 126 training centers in 35 states and more than 1800 volunteers. SeniorNet offers classes on a wide variety of popular software packages including word processors, spreadsheets, and money management applications. However, according to SeniorNet's Gregory Lewis, "The Internet classes are the most popular."

SeniorNet not only offers computer training for seniors, their 23,000 members are also entitled to special discounts on computers and software. Its services are in such demand that the group plans to open more than 40 additional training centers during the next year.

In the future, the group hopes to be able to provide computer-related job training to its members. While SeniorNet does not advertise their courses as job training, Ann Wrixon, SeniorNet's Executive Director notes, "We have found that many of our members take classes to help them find a job."

"Third Agers" Flock To The Internet

Like most other segments of our society, older Americans are flocking to the Internet in record numbers. According to one recent study, the number of Internet users over 50 doubled last year, bringing the total to over seven million and making it one of the fastest growing segments of Internet users. To service this growing community, a number of organizations and Web sites specific to older adults are beginning to appear online. The San Francisco based Third Age Media is a leading player in the area. It has established itself as the authoritative voice on the 45+ audience. Third Age Media and its ThirdAge.com believe the term "Third Agers" is more descriptive of older adults. According to Bryan Preston, the group's Communications Director, "Third Age is not a euphemism for senior citizen, but a new way of looking at growing old—living a longer, healthier and more active life."

Third Age's CEO, Dr. Mary Furlong, has a long history of assisting "Third Agers" with computing and was recently recognized as one of the 100 most influential CEOs in the digital age. She was the founder of SeniorNet and served as its president until moving to Third Age. The group seems to have struck a cord with older adults. Each month, its Web site, packed with useful information, links, and chat areas specifically designed for "Third Agers," receives over 350,000 visitors. The site has also attracted a large amount of media attention. To date, Third Age has been profiled in over 400 articles.

Conclusion

While many firms have started looking to the Pacific Rim and South America for computing help, thousands of our country's high-tech workers have been left on the sidelines. Many of these workers possess critical skills and years of experience. As a progressive industry that claims to value diversity, perhaps it is time computing professionals started to rethink our ideas about age. ◆

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Resources:

Information Technology Association of America (ITAA)
www.itaa.org

Senior Staff 2000
http://srstaff.com/

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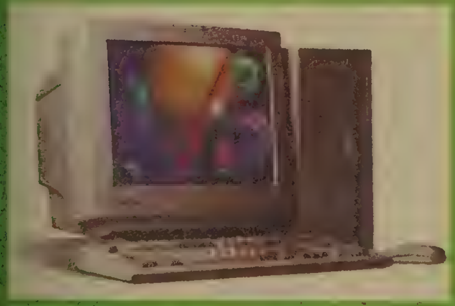

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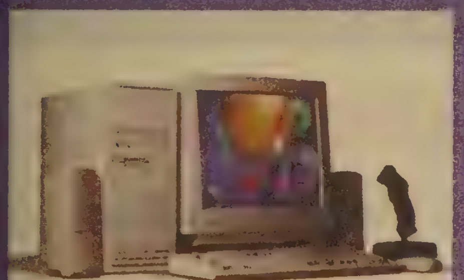

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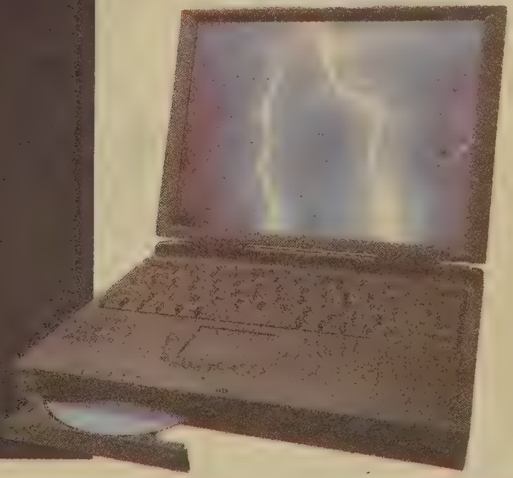

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A Roundtable Of Five

How To Land A High-Tech Job The Right Way

By Sara Tassione

> *The high-tech job market continues to explode at an unprecedented rate. The demand is accelerating even faster than people are entering the field.*

So you want to be in the high-tech biz, huh? The technical world is attracting all walks of life these days. You've got the "squeaky-clean snapper" fresh out of college (you're taking the appropriate classes—you think...er, you hope—and soon you'll have to find a job); the experienced "techie/engineer" who's looking for something new (so how do you go about getting ahead?); or even the "new-direction seeker" who has decided on a different career path entirely (where do you look?). What all of these fine folks have in common is the need for a little advice on how to go about finding their new pathway to enlightenment...oh yeah, and that extra income!

We questioned five industry insiders to let us in on what they think about the state of the market, what skills they look for while interviewing, and some other good stuff. Collectively, we've covered most bases—Jim La Belle with B&M Associates' Insoft–Solutions Group, a Boston, MA-based information and technical staffing company; Richard Grossman of Infotec, a Santa-Ana high-tech training group; Marissa A. Hackett of LPA Software, Inc. out of Fairport, NY; David Harbaugh at PC Pros Information Staffing in Los Angeles; and John Lee of Senet Career Expo based in the City of Industry, CA— all dropped some serious science about the high-tech career world and how you—yes *you*—can land that dream job.

How is the high-tech job market doing, in your opinion?

• **Jim La Belle:** The industry seems to be creating new benchmarks as a whole. Lessons were obviously learned from the late '80s mistakes.

Today it stands firmly on its own historical legs, so to speak. In the serious technology areas of software development and 3D/mechanical design engineering, there is virtually zero percent unemployment of experienced professionals. That's pretty healthy, I would say.

• **Richard Grossman:** The high-tech job market continues to explode at an unprecedented rate. The demand is accelerating even faster than people are entering the field.

In fact, as more people enter the high-tech job market and start producing, their work has a snowball effect and ends up creating an even bigger need for additional people in this field.

• **Marissa A. Hackett:** It remains very competitive. The law of supply and demand continues to be at work. There are many more technical positions available vs. qualified candidates to fill them.

• **David Harbaugh:** The computer or IS/IT portion of the high-tech job market is currently experiencing an unprecedented worldwide expansion, especially on the west coast. This makes for an extremely healthy marketplace for both the employers and the candidates seeking IS/IT opportunities.

Another factor in this boom is that more and more companies are using contracted computer professionals, which allows the employer access to a wide array of necessary skills.

Whether you are an administrative, artistic or technical professional the knowledge of computers is no longer an asset, but a requirement. Computers dominate a huge portion of today's work environment, because the number of talented computer-literate available positions and employees has exploded exponentially.

• **John Lee:** When we started our first high-tech job fair back three years ago, the high-tech job market was depressed.

Today, the economy has recovered a great deal, and there are many more positions open with the companies. So the high-tech job market is doing great, and professionals with a four-year high-tech degree with experience are in high demand.

What high-tech skills are you looking for when you interview?

• **Jim La Belle:** A strong track record in an individual's area of expertise. Growth in the level of project focus, role within a project, or showing a pattern of progressive challenges. Combining that rare ability to communicate in writing and verbally, equal to their own technical area of mastery.

In the software engineer, I like to see baseline

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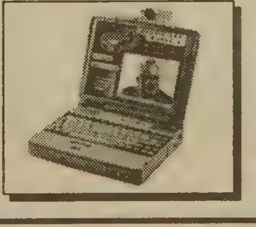

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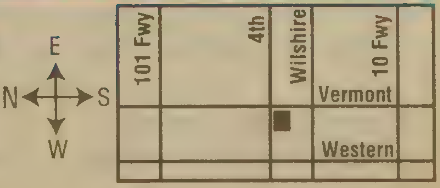

systems level experiences which form the foundation upon which to focus on serious applications development projects using C++, Visual C++, Delphi for both UNIX and Windows OS. Additional, combinations of RDBMS and various UI experiences would round out my wish list nicely, together with a focus on specialization in a leading edge industry, like telecommunications product development.

> *It is a great market for technical people. We are finding that the highest quality candidates are not focusing on money, but rather opportunity. If you are technical and talented—don't settle, even if the pay is great!*

• Richard Grossman: We are looking at several different areas.

First are the basics: What is the level of their technical skills? How current is their technical knowledge? How broad is their technical base? How deep is their technical understanding? How did they achieve this knowledge?

Next, we are evaluating experience.

Third, we evaluate their learning style and aptitude for the particular type of position. For most of our technical positions, we need those people who are self-driven and self-motivated to learn all they can about technology—the ones that just have to experiment and understand "everything."

Fourth, we evaluate thinking style, approach to problem solving, and analytical effectiveness.

• Marissa A. Hackett: Technical skills are only one component of our search. We look for experience in the newer technologies i.e., C++/NT, Java, COBRA, Internet-based languages, Oracle, SQL, etc. We also look for strong interpersonal skills (for teamwork and customer interface) as well as a high level of motivation.

• David Harbaugh: We look for candidates who can quickly fit into a company environment and use their computer skills to add value to the employer's business on a daily basis. The IS/IT-related needs of today's companies require a broad spectrum of skills and experience within any given position or project.

Personality also plays a big role in today's work environment. The ability to work well with all types of people is an asset every employer looks for.

We also look for candidates that have degrees and/or certifications in their specific areas of expertise.

Lastly, a willingness to accept contract, full-time and part-time assignments plays a big role in who is employed and who is unemployed. By accepting contract positions, you are able to gain experience and knowledge that will make you more attractive as an employee.

• John Lee: The companies that recruit at our high-tech job fairs are looking for: programming or management in computer/data processing, business applications, scientific programming, IMS, ATM, COBOL, TSO, ISPF, DB3, IDMS, DBMS, graphics, Java, UNIX, C, C++, AI, Expert Systems, ADA, Windows NT, Client Server, IT, Networking, and more.

Do you have any advice for high-tech job seekers?

• Jim La Belle: Don't jump at the first job offer, or "fall into" just any position. Learn to begin to take your choice of company and role within a project very seriously.

Build strong team leadership skills at whatever technology level, along with rounding out your technical focus in either product development, R&D, or product marketing.

Research what companies do what, how they're doing financially, and learn to ask very open-ended questions when in the searching/interviewing process.

Use the Internet!

Also, put effort into finding a long-term association with a sophisticated recruiter who can assist you in your personal and professional growth.

• Richard Grossman: Do whatever it takes to get a technical certification appropriate for the direction you want to go.

Demonstrate a willingness to improve your skill set and take responsibility for your life.

Make sure that the company you go to work for believes in maintaining your technical edge.

And of course, if you fit the profile I have been discussing, contact Infotec immediately to discuss becoming part of our team.

• Marissa A. Hackett: It is a great market for technical people. We are finding that the highest quality candidates are not focusing on money, but rather opportunity. If you are technical and talented—don't settle, even if the pay is great!

My other suggestion is for technical people to do everything they can to encourage math and science-oriented high schoolers to aim for a technical career. We all have a responsibility to do everything we can to ensure the talent is there to fuel high-tech growth.

• David Harbaugh: Acquire as much hands-on experience as you can! All the degrees and certifications in the world aren't worth much without the actual hands-on experience. The candidate that has both is more likely to get the prime IS/IT jobs.

In addition, today's market demands that you have more than one skillset. Design a resume that sells your abilities and objectives. A good resume will answer any question an employer might ask without your physically being there. An employer might ask themselves, "What is the candidate's objective?" This should be clearly stated. "Are you a programmer or a graphic designer?" If you can't answer the question, how will an employer be able to decipher what you are trying to convey?

There are eight things that should always exist on a resume: Name, Address, Phone Number, Objective, Experience, Education, Personal Interest, and References should be available upon request.

There are lots of ways to go about finding high-tech jobs, such as Internet job posting sites, employment agencies, and various publications, to mention a few. Job seekers should keep in mind that they are ultimately responsible for their own job search; therefore, all of the tool and techniques above are intended to support, not replace the job seekers' own effort.

• John Lee: Keep your resume up to date as often as possible. Use keywords in the resume do not use overly long paragraphs.

Do your homework and learn the requirements of your targeted companies before talking to them.

During interviews, speak with confidence, do not hesitate, be honest. Pick up a good book on interview techniques and resume writing, but you must know your stuff.

Attend our high-tech job fairs, it will increase your chances of landing a job.

What high-tech openings are available at your company right now?

• Jim La Belle: We need experienced Software Engineers at the application/GUI level, Software

Engineers who specialize in Front End and Back End, as well as those who prefer the Systems Level. We also need experienced Software Quality Assurance (SQA) and Software Test Engineers for several immediate assignments, and the need for strong Programmers with a variety of applications experiences are also in demand with us. Java and Web-enabling developers and strong Technical Writers that document the software development life cycle would also help us right now.

- **Richard Grossman:** Infotec's consistent growth pattern creates on-going opportunities throughout the country for anyone interested in a career as a technical trainer for such high-end product lines as Microsoft, Novell, Lotus and more. Contact us to find out more about the advantages of being a member of the Infotec team.
- **Marissa A. Hackett:** Our current openings are posted in *www.smartdog.org* , and consist of the following: Oracle Applications Developer, C++/NT Developer, Technical Implementation Coordinator, Network Services Administrator. We have multiple openings of some of the posted positions.
- **David Harbaugh:** PC Pros Information Staffing offers a variety of positions in the IS/IT and other related fields. Technical Openings: AS/400 programmers, Access/Visual C++ Programmers, Network/System Administrators, Technical Helpdesk Operators, Proposal Coordinators, & Software/Applications Engineers.

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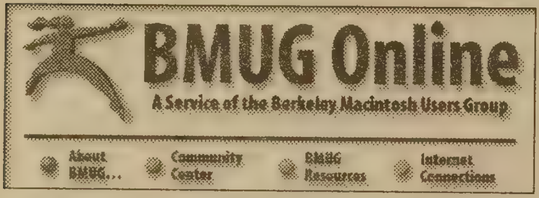
Plus: The Future Of Games

By Peter Linde and Sam Penrose



Classes, books, geeks. If none of these is the pavement on the road to high-tech success, what is? It's a good question with an easy answer: BMUG.

This month, Peter shows you how to use your user group to end up with a high-paying job in high-tech. Sam talks about computer games, past, present, and future.

Get A Job!

By Peter Linde

You picked up this issue of *MicroTimes* because you heard that high-tech jobs are paying a lot these days. You want to find out how you can get your piece of the pie.

The problem is, while you've used computers, you never quite learned too much about how they worked on the inside. Oh sure, you could take a class at the local community college, but then you'd be giving up your weekends. Worse than that, those classes cost money! Of course, you could always read a few manuals or some of the thousands of computer books you've seen at the bookstore. But who can understand books and manuals? You could always talk to that guy at the office—the one who fixes the computers when they stop working—but he's such a geek. You never quite understand what he says when you do talk with him because he always seems to be hiding behind unintelligible computer jargon.

Classes, books, geeks. If none of these is the pavement on the road to high-tech success, what is? It's a good question with an easy answer: BMUG.

As I have noted in previous columns, BMUG has helped to launch many a promising career in the world of high-technology. This column will get down to specifics on how you can use BMUG (and/or your local user group) to gain the skills, knowledge and contacts you need to switch or advance your career in the world of high-tech.

Step 1: Join. The first step is the easiest one: Join BMUG. While BMUG is the biggest and the best, you can also join your local user group. Each local user group offers a different sense of community as well as different opportunities to help and learn, so, as they say in the car business, your mileage may vary.

All good flows from joining BMUG. Not only do you help to support a great organization that helps spread information to those who need it, but you also begin to find out what kinds of events and opportunities await you. You get BMUG's famous Newsletter, which is practically a how-to on everything Macintosh (but it's well-written by BMUG members, so you can actually understand it!). You also get an account on BMUG's BBS, Planet BMUG, which, in itself, is worth the price of admission. Planet is a phenomenal resource for learning about the Mac. (See Step 3).

Step 2: Volunteer In Person. Learning about computers is not a passive sport. If you want to be able to gain the skills necessary to finding a job in the computer industry, you are going to have to make some effort. Books and classes are usually sterile and boring. They can feel, and often are, removed from the real world of finding out what makes computers work and then keeping them working.

This is where volunteering comes in. Volunteers at BMUG get to rub shoulders with programmers, advanced users, consultants, IT professionals, certified technicians and just plain folks. Some might feel intimidated by a group that contains so many know-it-alls. But this is precisely the beauty of BMUG (and most other user groups): These knowledgeable people came to be part of the user group community precisely because they want to help those with less knowledge.

What you end up with is a group of people who are eager to help each other as well as newbies. The sharing of information is what it's all about. You may start out as an observer, but before long, you will be right there, giving advice with the best of them.

BMUG provides many occasions where this kind of sharing, helping, teaching, and learning goes on all the time. The first, and probably the best, are the BMUG Saturday Helpline/Hardware Clinics. These volunteer led clinics happen every

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How BMUG Can Get You A Better Job

Saturday, at the BMUG office, from 1-5 pm. Volunteers get to learn the intricacies of troubleshooting both hardware and software problems on every Mac from the 128 to the latest G3.

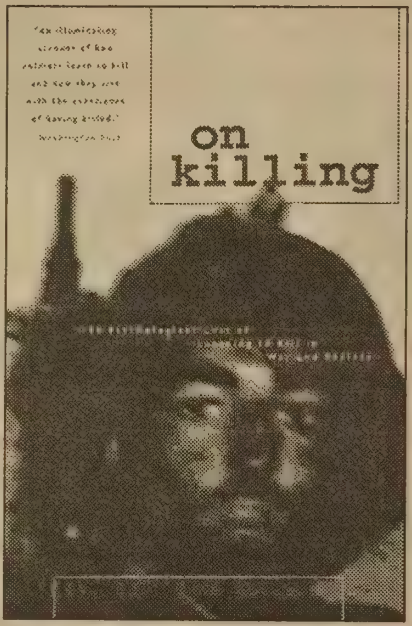
On any given Saturday, members will bring their computers in for hard drive recovery, hardware repair, system reinstallation, extension troubleshooting, help getting on the Internet, as well as general and specific training. Anywhere from ten to twenty volunteers show up each and every Saturday to help each other and those who come in seeking help from the "experts."

I led the Saturday Clinics more than five years ago. The computer and people skills I gained there help me every day in my consulting practice. In fact, one of the ways in which my company trains new technicians is to send them to BMUG clinics (we pay them to volunteer!) because the training is better than just about anything else we could do for them.

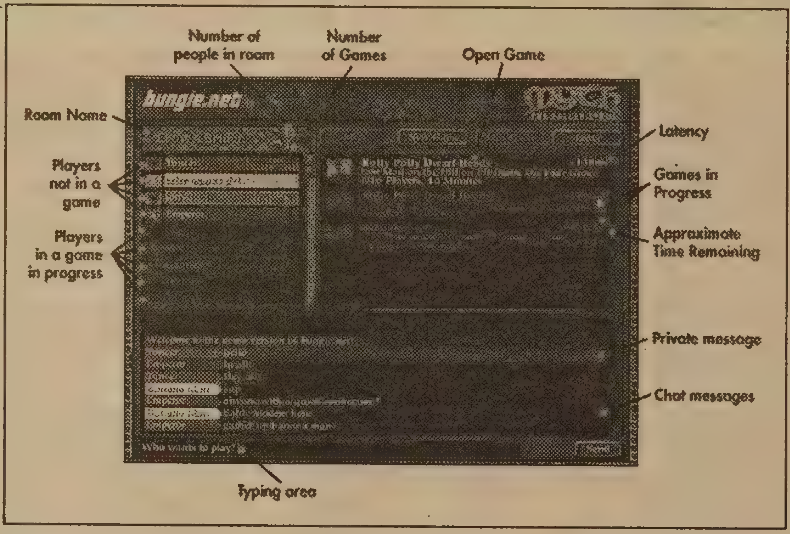
You can also come to BMUG main meetings where all questions are answered in a friendly environment. Lastly, there are SIGs, or Special Interest Groups that meet regularly around specific topics. (check our Web site at *www.bmug.org* for details on times and places for meetings and SIGs.)

Step 3: Volunteer Online. If you can't make it to the BMUG office to volunteer, you still have an option: You can volunteer online on BMUG's BBS, Planet BMUG. Planet BMUG can be reached from anywhere in the world via the Internet. We have members all over the world who log in to volunteer their time and knowledge. Planet has online conferences on such diverse topics as Hardware, System Software, Mac Net Admin, Desktop Publishing, Scripting, Programming, Web Authoring, and many other conferences. Hundreds of conference regulars, some of whom live in other countries, log-in daily to ask and answer questions in these conferences. In a world of hype about online community, Planet BMUG provides one of the few true communities of people who freely help each other and rarely, if ever use words like, "cyberspace."

Join BMUG, and use the resources it provides to help yourself. The trick, of course is that in so doing, you will be helping others. And that is the point!



Myth
THE FALLEN LORDS
BUNGIE



Clockwise from top left: *On Killing*—summarizing between simulated and real violence; *Myth*—violence in the "same old fantasy lands;" and Bungie.net—*Myth* "online play."

Would You Like To Play A Game?

By Sam Penrose

After I finish this column, I'll celebrate by playing a round or two of *Myth*, a justly acclaimed new game from Bungie Software.

In *Myth*, you direct little armies around a series of landscapes rendered in stunning three-dimensional detail. Hills look like hills and rivers looks like rivers. Characters cast shadows and rain falls. Once a fight starts, arrows arch, blood splatters, and grenades scatter not just shrapnel, but burnt powder and the debris of previous explosions.

The enemy forces, while somewhat predictable, exhibit enough "intelligence" to conjure a ghost in your machine. The robustness of *Myth*'s physics model, the incredible detail of its rendering, and the responsiveness of its characters make you feel like you're in a "real" world.

A look at older computer games shows that even the most primitive also work by creating a little world. Think of the archetypal game Pong, which simulated a ping-pong board with a black and white screen of only a few dozen pixels. Pong worked because your mind grasped the physics: The angle at which the one-pixel "ball" bounced off your "paddle" was equal to the angle at which it had come in, just as a real ping-pong ball bounces off a real paddle. People found even that crude level of verisimilitude absorbing enough to while away hours.

Twenty years later, two dimensions have become three, and one-bit screens have given way to sixteen-bit animated worlds. Unfortunately, the worlds that get animated were mostly invented fifty years ago by fiction writers.

The world of *Myth* is Tolkien's Middle Earth leavened with some Dungeons and Dragons (itself based largely on Tolkien). Bungie's previous games, the *Marathon* series, were set in a galaxy far, far away that would have looked familiar to Robert Heinlein, who was born four years after powered flight. Like most other game companies, Bungie devotes its tremendous creativity and the power of modern computers not to taking us someplace new, but to the ever-more realistic depiction of violence in the same old fantasy lands.

Beyond ethical implications (David Grossman's excellent book *On Killing* summarizes some of the relationships between simulated and real violence) and matters of taste, this gets old. It seems to be as much a limit of the genre as of Bungie's software makers. Most realistic-physics games are about slaughter. The remainder are mostly flight or sports simulators, and most of the flight simulators depend on combat. Maxis has done interesting things with its Sim series, but their physics cast you as a deus ex machina rather than putting you in the scene; they just don't tickle the same nerves.

Of course, the most popular computer games by far, *Myst* and its sequel *Riven*, don't involve slaughter. Like the physics games, *Myst* and *Riven* offer richly life-like visual (and auditory) backdrops, but you play the game by unraveling a story rather than shooting everything that moves.

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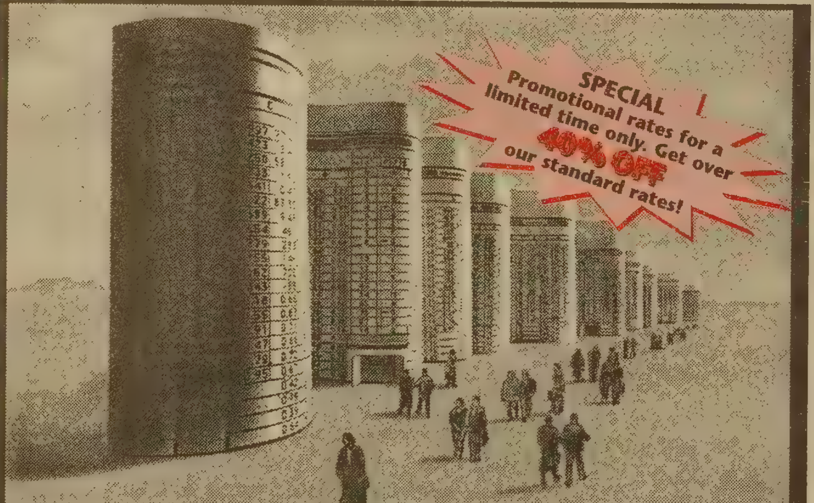

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How BMUG Can Get You A Better Job

Riven has essentially become like a feature film in its budget, production values, and audience—even the *New York Times* pays attention.

While *Riven* is the state of the art in computer games, I don't believe it shows us the future. It gets by with a humdrum story by creating a luscious sense of place. This is wonderful, but I don't think there are that many invented places we want to go. I imagine we will see competitors set on deserted spaceships (drawing on *2001*) and distopian cities (*Blade Runner*).

Such visual world-making is heavily dependent on a balance of familiarity and novelty, and the novelty is already starting to wear off. With every new milieu, the genre will reveal more underlying flimsiness in the two critical dimensions of physics and story. The physics of these games are static and mouse-driven; you can only search for so many secret doors or click on so many levers before you lose interest. The stories in turn are hokey and thin, which becomes a problem when the game player is no longer dazzled by the visuals and general novelty of the experience.

Great stories are in short supply in mature arts like film and the novel; it's hard to imagine that the gaming industry will have better luck.

Fans of *Myth* and similar games like *Doom* may protest that I have ignored its best feature: Online play. Bungie has created a serious network infrastructure, bungie.net, which allows anyone with a copy of *Myth* and a 28.8 or better Internet connection to enjoy a playable game against other people, whose opposition is much more "intelligent"—especially when they are committing blunders—than the reaction routines built into the computer-generated enemy.

The ultimate attraction of *Myth*'s world is that it can contain real people. It's simply more fun to blow up your friends than some program that doesn't care if it gets you next time.

Interestingly, *Myst* and *Riven* create an immersive experience that depends on the absence of "other people." When *Myst* became a huge hit, its competition was a bunch of games that played different QuickTime clips of Margot Kidder depending on where you clicked. The clips were cheesy, and the games bombed. *Myst* was designed around the brilliant perception that the then-current technology could evoke that critical sense of "other people" most effectively by trading on tantalizing, beautifully-rendered signs of their near-presence rather than inadequate representations of their "actual" presence.

The physics game *Myth* is at its most "life-like," its most absorbing, when you DUCK!!! because THAT GUY IS THROWING A GRENADE AT ME!!! The story games *Myst* and *Riven* are at their most life-like/absorbing when you yearn from the realization that she is so close, just across that bridge, beyond that door...

Perhaps the best hope of story-game makers is to create a market like those for detective and romance fiction; a group of people who will pay for endless small variations on the same basic set of stimuli.

What is the future of computer games? Will the tremendous power of today's machines to render sight and sound lead to tremendous new worlds? Will they expand the strategies used by the physics games, the story games, or turn to something else entirely?

The best guess I know of dates from 1992. Next month we'll look at how it compares to what's been realized in 1998. If you have a guess or want to point out a current game that offers a compelling alternative to the *Myth/Doom* or *Myst/Riven* worlds, email us at *MicroTimes_Column@bmug.org*. ◆

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Resources:

On Killing : The Psychological Cost of Learning to Kill in War and Society
By Dave Grossman
Little, Brown & Co. 1996.

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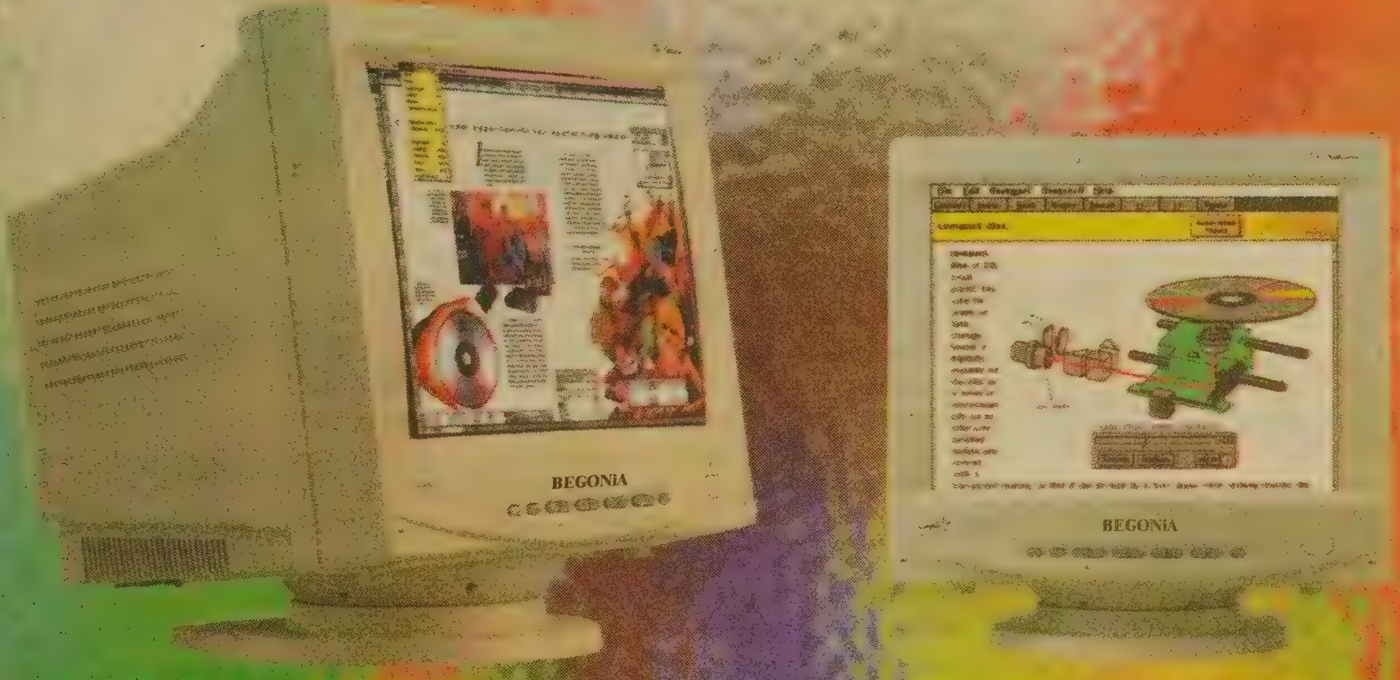

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									20'/Pcs	40'/Pcs
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BU1050	10"	Color	SVGA 1024x768NI	0.26	Digital			50	1064	2240
BU1430	14"	VGA Mono	SVGA 1024x768		Analog			35.5	800	1700
BU1433	14"	Philip	SVGA 1024x768NI	0.28	Analog			50	390	790
BU1450	14"	Philip	SVGA 1024x768NI	0.28	Digital			50	390	790
BU1566	15"	Philip	SVGA 1280x1024NI	0.28	Digital	Yes	Yes	65	390	790
BU1770	17"	Hitachi	SVGA 1280x1024NI	0.28	Digital	Yes	Yes	70	160	352
BU1780	17"	Hitachi	SVGA 1600x1280NI	0.26	Digital	Yes	Yes	82	160	352
BU2080	20"	Mitsubishi	SVGA 1600x1280NI	0.28	Digital		Yes	82	120	250
BU2180	21"	Mitsubishi	SVGA 1600x1280NI	0.28	Digital		Yes	82	120	250
BU2965	29"	Mitsubishi	SVGA 1024x1280NI	0.28	Digital			82	90	180

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Victory In Spam Wars

"Too Many Spammers Had Gotten Off Scot-free. We Made One Pay."

By John S. Quarterman

> *A lawsuit is a lot of work. As someone asked me, "What do you get out of this, other than a chance to fight evil?" A precedent, we hope.*

Back in July 1997 I reported in "Texans Sue Spammer" about our ongoing lawsuit against a particularly egregious spammer (*www.microtimes.com/166/internet.html*).

Here's what's happened since then. Most of the story is in our Web pages (*www.zilker.net/nospam/*). Since we sold that ISP, Zilker Internet Park, to Jump Point Communications (*www.jump.net/*), we have also arranged for a more permanent URL to be available, (*www.mids.org/nospam/*).

In this column I am often going to say "we," since I am discussing a lawsuit in which I was one of several plaintiffs. I think in many cases the other plaintiffs hold similar opinions to mine, and thus the "we" may often be literally correct. However, I alone am writing this column, so my opinions as expressed herein cannot be taken to represent the other plaintiffs.

The Spam

You may have also gotten an offer for FREE CASH GRANTS in early 1997. This was the spam that caused us to file suit.

We were:

- Tracy LaQuey Parker, Patrick Parker, and Pete Rauch, owners of the flowers.com domain. The spam had a forged From: address involving the flowers.com domain, causing much hate mail and many bounced messages to wind up in Tracy's mailbox.
- Smoot Carl-Mitchell and John S. Quarterman, principal owners of Zilker Internet Park, which hosted the flowers.com domain. We had to spend quite a bit of time cleaning up after the spam, which not only affected flowers.com, but also clogged the ISP's mail queues for at least half a day and thus affected mail service for all of the ISP's customers.
- Gene Crick for the Texas Internet Service Providers' Association (TISPA). Jon Lebkowsky and David Smith for EFF–Austin. TISPA and EFF–Austin were associational plaintiffs, acting to protect their members' interests against spam.
- We were represented by Pete Kennedy and Roger Williams of George, Donaldson, and Ford.

The Lawsuit

We filed the lawsuit 27 May 1997. The defendants were C.N. Enterprises and Craig Nowak of San Diego, California. We knew who they were because the spam said so. Not to mention the fact that he admitted it on the telephone. Also, we had an agent in San Diego meet Nowak and confirm that he was associated with the spam.

For the actual text of the lawsuit and other legal documents in this case, plus press releases, contact information, and pointers to copious anti-spam information, see the URL already cited, or the above-mentioned previous column on those subjects.

A lawsuit is a lot of work. As someone asked me, "What do you get out out of this, other than a chance to fight evil?" A precedent, we hope. The lawsuit has been rather well publicized, everywhere from Australia to the U.K., in U.S. newspapers ranging from the *San Jose Mercury News* and the *New York Times* to the *Austin American-Statesman* and the *Austin Chronicle*; in computer trade publications ranging from *Wired* to *PC Week* and *Computer World*; in legal publications including the *Chicago Daily Law Bulletin*; and online in CNET and CNN.

The Temporary Injunction

On 18 September 1997, a judge agreed with us and granted a temporary injunction against the defendant.

The Judgment

On 10 November 1997, a judge granted a judgment for us, the plaintiffs. The defendants were ordered to pay $13,910 in damages plus $5,000 in attorney's fees, for a total of $18,910.

Incidentally, these damages were for actual expenses occurred, not for intangible items

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like the damage to the good name of *flowers.com* or Zilker Internet Park, and not for punitive damages. Other lawsuits might be able to recover these types of damages; we just didn't try to test it.

Nowak filed a paper answer to the lawsuit, but never did show up at any of the hearings.

Settlement

You might think that if someone were ordered by a court to pay $13,000 from a "business" that spammers claim pays them many thousands of dollars a year, that the easiest way out would be simply to pay up and be done with it. That's not what the defendant in this case chose to do. Instead, he called several of us repeatedly on the telephone and tried to wheedle us into believing that he was a poor college student with no money who would have to declare bankruptcy rather than to pay. The practically unanimous opinion of almost everybody who heard about the judgment, by the way, was that we should bankrupt him. However, maybe his wheedling had some effect on some of us.

We chose to settle for a smaller amount and be done with it. This was a practical decision based on diminishing returns. After all, we had already gotten very good results (publicity, a judgment, an injunction, and disgorgement of profits) with relatively minor investment; the additional return (driving Nowak into bankruptcy or getting a few hundred more dollars in a settlement) would have meant a lot less, and would have taken a lot more investment of time and expense.

There was some contention on this point. However, the consensus seemed to be that the important point would be that he paid anything at all, not how much. Too many spammers had gotten off scot-free. We made one pay.

We did get relatively copious paperwork from Nowak (slowly, in several pieces) stating what

> ***These damages were for actual expenses occurred, not for intangible items like the damage to the good name of flowers.com or Zilker Internet Park, and not for punitive damages. Other lawsuits might be able to recover these types of damages; we just didn't try to test it.***

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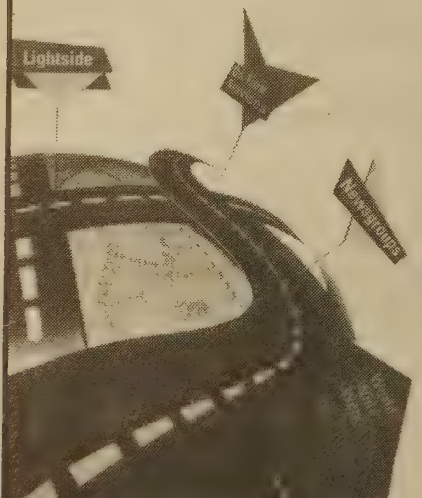

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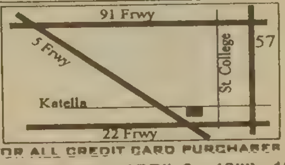

PRICES SUBJECT TO CHANGE WITHOUT NOTICE NOT RESPONSIBLE FOR TYPOGRAPHICAL ERRORS. ALL PRICES BASED ON CASH SALES ONLY + TAX. ADD 3% FEE FOR ALL CREDIT CARD PURCHASES income he had supposedly derived from his spam. Naturally, we had had people order from his spam so that we could check what he sent us to see if those orders were in it. As far as we could determine, we extracted from Nowak more money than he made with his spam, so he had to deal with a lawsuit and give up the money he made, plus he has sworn off spamming. Not to mention he is under a permanent injunction not to forge return addresses, and if he does he can be held in contempt.

Incidentally, if the paperwork Nowak sent us is correct about how much he made off the spam that is the subject of our lawsuit, he cost us about 15 times what he made, which is an indication of just how nasty spam is. And that's only counting what it cost us the plaintiffs, not adding in what it cost all the other recipients of the spam messages, and the other ISPs from here to Australia that were adversely affected. As I've said before, spam is not commerce; spam is stealing.

To make a long story short, after protracted negotiations, we agreed to an actual settlement of $1,000.

> ***You might think that if someone were ordered by a court to pay $13,000 from a "business" that spammers claim pays them many thousands of dollars a year, the easiest way out would be simply to pay up and be done with it. That's not what the defendant in this case chose to do.***

Payment

We finally got money orders for $500 each (total $1000) from Nowak on 20 February 1998. By 8 March 1998 they had actually cleared the bank, so we considered him to have paid.

Spamming Again?

Remember, all this time Craig Nowak had been whining to us about how he was a poor college student and could we have mercy on him.

Imagine our surprise when we found his name associated with somebody else's anti-spam lawsuit. On 26 January 1998, hotmail.com sent out a press release saying they were suing eight spammers who had forged return addresses@hotmail.com. One of them is based in El Cajon, California. There are other reasons to suspect that one or more of the eight spammers

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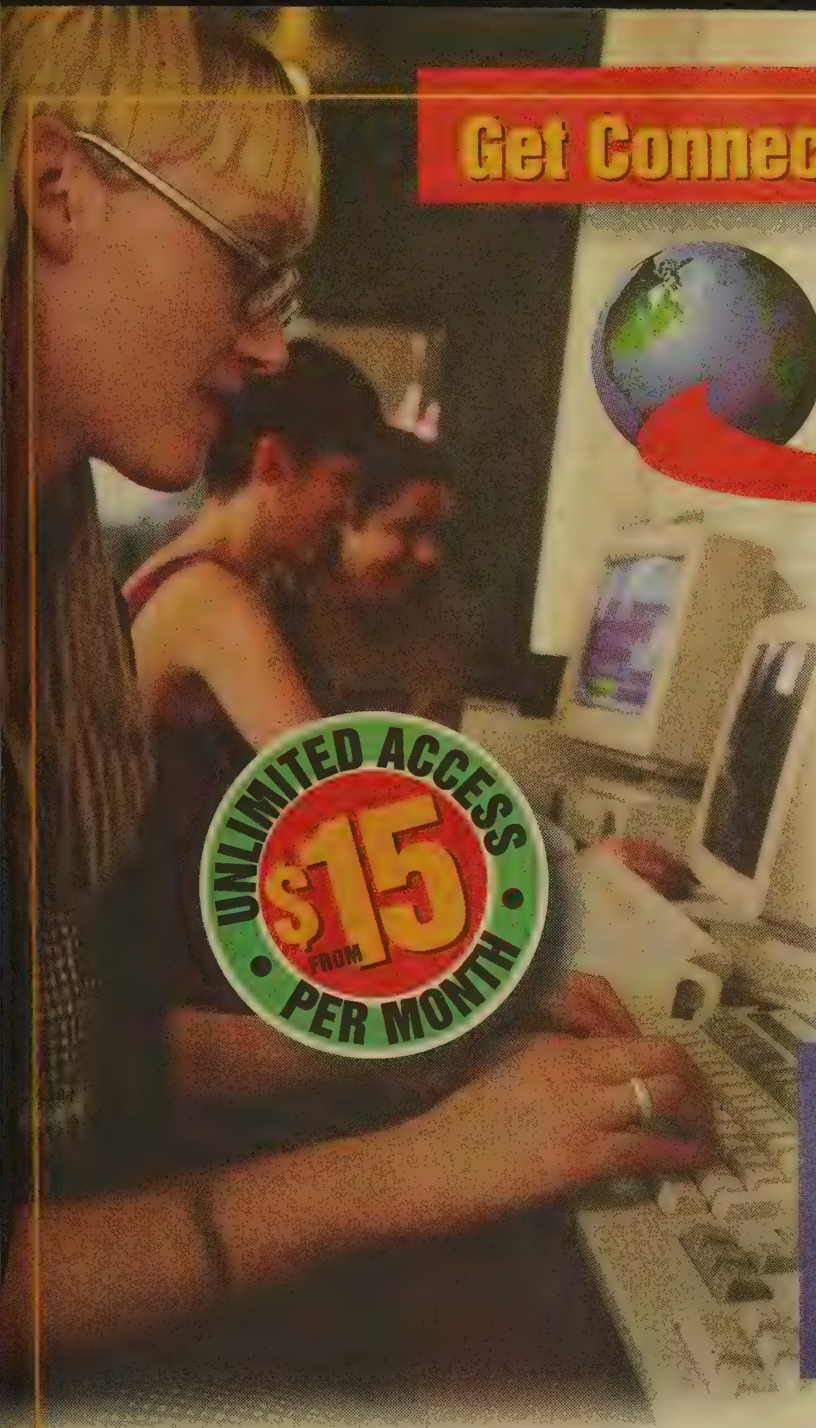

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may be related to Nowak. Since hotmail is still litigating, it is best not to say more here.

I will say we weren't all that surprised, since we had observed quite a few spams with quite a few characteristics suspiciously similar to those we knew to have come from Craig Nowak and C.N. Enterprises. Nonetheless, we had chosen to believe Mr. Nowak and to settle, for the reasons mentioned above.

Was Our Lawsuit Worth It?

Especially if the spammer has actually continued to spam, was our lawsuit worth it?

I think yes. It did set a precedent, and is serving as a landmark case. Several other anti-spam lawsuits have used ours as a model. Our lawsuit has even been mentioned on the main mailing list for the Internet Engineering Task Force (IETF) as an example indicating that legal actions can be taken against spammers if the victims will just do it.

Meanwhile, Washington state has passed a law outlawing sending electronic mail with forged return addresses. See: (*www.seattletimes.com/news/local/html98/junk_032698.html*) and (*http://db.netbits.net/getbits.acgi?nbart=04488*). We don't know if this law was related to our case, but it may well have been. The law would permit recipients of such mail to collect up to $500 per messages, and affected ISPs up to $1000 per message. That could put a hole in a spammer's wallet.

Meanwhile, other spam lawsuits are beginning to bear fruit. According to the New York Times of 29 March 1998, Sanford "Spamford" Wallace, one of the most notorious spammers, agreed to pay $2 million "to settle the last of several lawsuits brought by Internet providers against him and his company, Cyber Promotion Inc. Wallace indicated that legal battles have 'put Cyber out of the spamming business.'" Maybe it will stay out of business.

> *As far as we could determine, we extracted from Nowak more money than he made with his spam, so he had to deal with a lawsuit and give up the money he made, plus he has sworn off spamming. Not to mention he is under a permanent injunction not to forge return addresses.*

And if it turns out Mr. Nowak can be connected with later spam, it will be very hard for him to succeed in convincing anybody else with the "poor student" line. ◆

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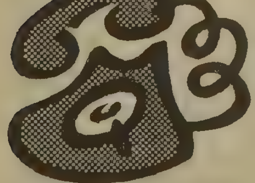

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Super Tower (File Server) 300W, 2Fan, 10 Bays, Wheels (8.7x17.8x26.8) ATX	$149

(Black Cases available - see "Black Components")

POWER SUPPLIES

AT PS/2 Slim 250W	$15
AT PS/2 Slim/Full Size 300W	$35/$49
ATX 250W	$31
ATX 300W	$48
2nd Fan w/Ballbearing for Med/Full Tower	$6
486 CPU Heat Sink Fan	$5
P5 Ball Bearing High Speed Fan "Crystal"	$6
Pentium II Heat Sink Fan	$10

KEYBOARDS

BTC 104 Win95 (AT)	$10
BTC 104 Win95 (PS2)	$12
Keytronic KT2000 (USA) Win95 / PS2	$20 / $23
Focus 2001 w/Dust Cover Win95	$25

VIDEO CARDS

Mono Graphics w/Printer Port (MGP)	$13

Trident

PCI 9440 1M / 2M MPEG	$16/$22
PCI 9680 1M / 2MB MPEG	$19/$25
PCI 9685 4M MPEG w/TV Output	$39.50

ATi

Xpert@Work Rage Pro PCI 4M SGRAM PC2TV	$115
Xpert@Work Rage Pro PCI 8M SGRAM PC2TV	$155
Xpert@Work Rage Pro AGP 4M SGRAM PC2TV	$125
Xpert@Work Rage Pro AGP 8M SGRAM PC2TV	$165
All-In-Wonder Rage II Pro 4M / 8M PCI	$195/$235
All-In-Wonder Rage II Pro 4M / 8M AGP	$209/$245

Diamond (PCI)

Viper V330 4M SGRAM PCI/AGP	$129/$130
Stealth Fire Pro GL 4M PCI/AGP	$119/$129
Stealth Fire Pro GL 8M PCI/AGP	$149/$169
Stealth 3D Monster 4M Add-on OEM/Ret	Call/$165

Matrox (PCI/AGP)

Millennium II 4M WRAM OEM PCI/AGP	$119/$129
Millennium II 8M WRAM OEM PCI/AGP	$175/$179
MystiQue 220 4M SGRAM	$79
Rainbow Runner Television for Mystique Video Capture & MPEG	$160
M3D 3D-Graphic Add-on (Retail)	$79
Millennium II 4M/8M Upgrade Module	$89/$172
Millennium II 12M Upgrade Module	$235
Mystique 220 4M Upgrade Module	$68

MONITORS

ViewSonic (Authorized Dealer)

Model	Size Viewable	Dot Pitch	Max. Res. @ Ref.(Hz)	Other Features	Price
E655	15 / 13.8	0.28	1280x1024@60		$225
E771	17 / 16.0	0.27	1280x1024@66		$349
G771	17 / 16.0	0.27	1280x1024@65		$399
G773	17 / 16.0	0.26	1280x1024@66	*Special $*	$425
GT775	17 / 16.0	0.25AG	1600x1280@69	SonicTron	$549
PT770	17 / 16.0	0.25AG	1600x1280@69	SonicTron	$570
P775	17 / 16.0	0.25	1600x1280@76		$499
PT775	17 / 16.0	0.25AG	1600x1280@77	SonicTron	$625
G790	19 / 18.0	0.26	1600x1280@76		$759
G800	20 / 18.4	0.28	1600x1280@69	*Special $*	$899
G810	21 / 20.0	0.25	1600x1280@71		$965
P810	21 / 20.0	0.25	1600x1280@72		$1069
PT813	21 / 20.0	0.28AG	1600x1280@85	SonicTron	$1239
P815	21 / 20.0	0.25	1800x1440@72		$1169
EA771B	17/ 16.0	0.27	1280x1024@66	Black/Spkr	$455

14" SVGA NI (.28 1024x768)	$115
15" SVGA NI (.28 1280x1024) Digital	$149
17" SVGA NI (.28 1280x1024) Digital	$290
14" TTL Mono PW (9-Pin)	$75

CTX

15" VL500 (.28 1280x1024) F/S Dig	Call
17" VL700 (.28 1280x1024) F/S Dig	Call

Cybervision

15" (.28, 1280x1024)	$156
17" (.27 1280x1024)	$295
21" (.26 1600x1280) ...... *Special*	$859

NEC

17" XV17+ (.28 1280x1024 75Hz)	$659

Panasonic (3-Yr Warranty 1-Yr On-site)

15" S15	$235
17" S70 (.27, 1280x1024) Best Buy	$375

Sony

15" 100ES	$309
15" 100GS	$339
17" 200ES	$569
17" 200GS/SF	$629

(Black Monitors available - see "Black Components")

H/F CONTROLLERS & I/O

ISA IDE 2H/2F w/Hi-Sp AT I/O (Win95)	$12

Adaptec (SCSI Controller Card)

1535 ISA (OEM)	$40
1542C ISA (OEM)	Call
2940U PCI (OEM)	$135
2940UW PCI (OEM)	$155
2940UW PCI (OEM) w/Wide Cable (3H)	$165
5H Ultra Wide SCSI Cable (48") Extra Long	$35

MODEMS

33.6kbps Int F/D (RW)	$33
33.6kbps Int Fax/Data/Voice V.34 (CL)	$31
56kbps Int Fax/Data/Voice (RW-Flex)	$53
56kbps Int Fax/Data/Voice (CL-X2)	$51

US Robotics

33.6/56kbps Int Fax/Data Winmodem ... Special	$58
33.6/56kbps Fax/Data/Voice Int (Retail)	$99
X² 56K Fax/Data Int/Ext (Retail)	$139/169
X² 56K Fax/Data/Voice Int/Ext (Retail)	$149/178

HARD DRIVES

Fujitsu (3-Year Warranty)

3.2GB Ultra DMA IDE	$135
4.3GB Ultra IDE ATA	CALL

IBM

4.3GB Ultra DMA IDE	CALL
6.4GB Ultra DMA IDE	$219
8.4GB Ultra DMA IDE	$295
4.3GB Ultra Wide SCSI	$255

Maxtor

3.2GB Ultra DMA IDE	$145
4.3GB Ultra DMA IDE	$158
6.4GB Ultra DMA IDE	$199
8.4GB Ultra DMA IDE	$279

Samsung

2.1GB EIDE	$119
2.5GB Ultra DMA IDE	Call
3.4GB Ultra DMA IDE	$139
4.3GB Ultra DMA IDE	$149

Seagate

2.1GB EIDE	$119
3.2GB Ultra DMA IDE	CALL
4.3GB Ultra DMA IDE	CALL
4.5GB Ultra Wide SCSI Barracuda	$475
9.1GB Ultra Wide SCSI Barracuda	$799

Western Digital

2.5GB Ultra DMA IDE	$129
3.2GB Ultra DMA IDE	$139
4.3GB Ultra DMA IDE	$165
6.4GB Ultra DMA IDE	$235

Availability subject to stock on hand

FLOPPY DRIVES

Teac 3.5" 1.44MB	$18
Samsung / Mistumi 3.5" 1.44MB	$16

TAPE BACK UPS

HP T3000 3.2GB Internal	$155

IDMEGA

ZIP 100MB Parallel External	$135
ZIP 100MB IDE Internal	$75
ZIP 100MB SCSI External	$139
Iomega 100MB Zip Cartridge Qty:1	$11
or Qty:5+	$10

MICE & TRACKBALLS

LogiTech First MouseMan	$18
Logitech (OEM) Black PS2 Mouse	$10
Shuttle Serial (3-Button)	$5

NETWORKS

Ethernet Card Combo PCI (Coax+10BaseT) 2:1	$13
3COM Etherlink III Combo ISA (10BaseT) 3C509T	$53
3COM Etherlink III Combo PCI (10BaseT) 10/100MBPS 3C905T	$56
8-Port 10BaseT Hub (Stackable)	$49
16-Port 10BaseT Hub (Stackable)	$99
Ethernet Terminator	$2
Cables	CALL

Minimum Order $300 or Qty 10+. Call for Dealer Qty Discounts and other products (CPU's, RAM, PS., etc) price.

TERMS:1 (one) year warranty on parts & labor. Printers & monitors warranty thru manufacturer. All sales on RAM/CPU's, MONITORS & PRINTERS are final. NO REFUND! All returns are subjected to our approval & must have prior authorization. Return items must be in good condition & in its original packing shipped prepaid & insured. All refunds or credits are less freight & bank charges. All refund items must be returned within 14 days of invoice. There will be a restocking charge of 20% after the 7 days period & within 30 days of invoice. Not responsible for any typographical errors. Price & availability subject to change without any notice. Prices are COD cash / cashiers check.

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CD ROM DRIVES

IDE

8X: BTC (Phillips)	$39
24X: Cyber	$46
24X: BTC (Phillips)	$46
24X: Toshiba	$58
32X: Acer (AOpen) Ultra DMA	$59
32X: Toshiba	$68

SCSI

12X: Toshiba	$82
32X: Toshiba	$99

CDR (w/software)

Sony 2x8 IDE	$299
Teac 4x12 SCSI	$399

DVD

Utobia DVD Mpeg-2 Kit w/RealMagic MPEG2 Card	$219

SOUND CARDS & SPEAKERS

Creative Technology

Sound Blaster 16 Vibra (OEM)	$29
Sound Blaster 32 PnP (OEM)	$55
Sound Blaster AWE64 PnP (Retail) Value	$82
Sound Blaster AWE64 PnP (OEM) ... Best Buy	$58
Sound Blaster 64 Gold (Retail)	$125
Opti Chip 16 IDE Win 95 PnP Comp.	$12
Yamaha 16 IDE Win 95 Comp. w/WaveTable	$13

Altec Lansing Tech. Power Cube Speakers

ACS43 2 Piece System	$45
ACS45 3 Piece System (w/Subwoofer)	$88
ACS48 Plus 3 Piece System (w/Subwoofer)	$145

Speakers

Amplified Speakers 80-Watt	$8
Amplified Speakers 240-Watt w/3D	$19
Eastern AX4139 Subwoofer 20W w/Satellite Spkr	$38
Eastern AX4106 Subwoofer 25W w/Satellite Spkr	$48

BLACK COMPONENTS

Cases (Black)

Mini w/Door (230W/7.1x15.9x13.0)	$49
Medium w/Door (230W/6.7x15.8x18.5)	$69
Full w/Door (250W/7.5x16.5x24.4)	$89
Super Tower, 300W,2Fan,10Bay,Wheels	$165
ATX Med. w/Sliding Front Panel (250W) #860B	$86
ATX Full w/Sliding Front Panel (250W) #880B	$108

Monitors (Black)

Proton 17" (.27 1280x1024)	$439
ViewSonic 17" EA771B (.27 1280x1024) w/Spkr	$455

Floppy Drives (Black)

Teac 3.5" 1.44MB	$26

CD ROM Drives (Black)

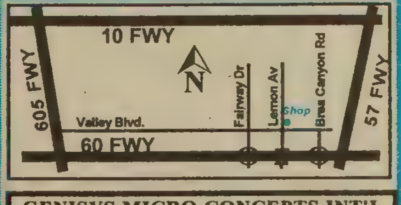
Toshiba 24X IDE	$69
Toshiba 32X IDE	$79
Toshiba 12X SCSI	$85
Toshiba 32X SCSI	$99

Keyboard (Black)

Keytronic 104-Key Win95	$39

Mouse (Black)

Hi-Res Serial	$9
Logitech (OEM) PS2	$10



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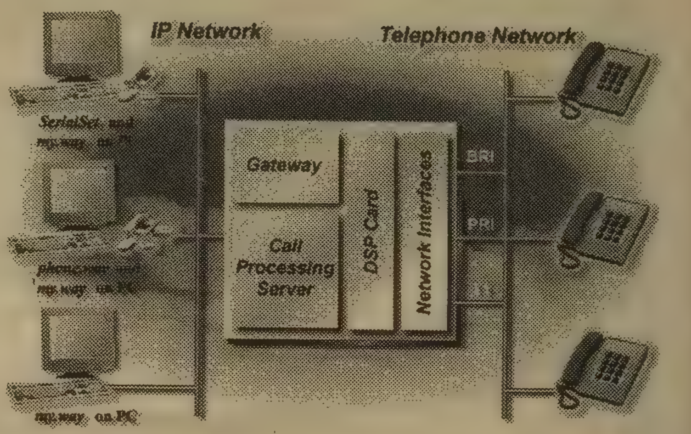
(MT0498)

Report From ISPCON

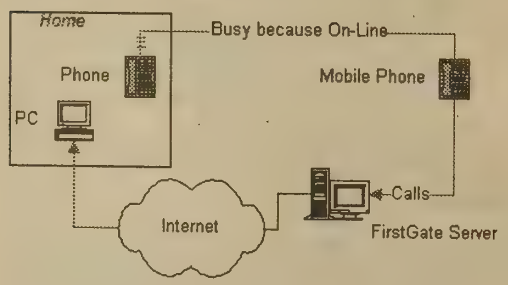
ISPs Scramble To Offer New Services

By Bill Gram-Reefer



> The idea, of course, is to turn their thousands of customers paying $19.95 per month for basic IP access into thousands of customers paying $30 or $50 per month for basic IP plus add-on services.

FirstGate Solution: Blocked Phone Line



Two ISPs offering Voice-over-IP service: FirstGate (above) allows users to send a voice message as a .WAV file attached to an email, while Vienna.way (above right) translates a voice call from the telephone system to Internet protocol for transport over the Internet.

Internet Service Providers are scrambling to build revenue and differentiate themselves in a crowded and competitive marketplace, adding a variety of new services to augment the plain old Internet connection they currently offer subscribers.

In fact, many of the exhibitors at ISPCON Spring '98 were hawking voice and fax messaging, groupware, and specialty branded browsers to ISPs looking for ways to build a bridge to a profitable future. Here's a look at some of the value-added services your local, regional, or national ISP will be offering to keep you as a customer. The idea, of course, is to turn their thousands of customers paying $19.95 per month for basic IP access into thousands of customers paying $30 or $50 per month for basic IP plus add-on services.

FirstGate

ITServ's FirstGate (*www.itserv.com*) is a telephone-to-email voice-mail messaging solution. ISPs can offer this to their own subscribers, who would enroll by establishing a UserID and PIN with the service.

Next, users would build a list of recipients to whom they want to send voice messages. This directory includes nicknames and the email addresses of the recipients. You can edit your directory and account information over the phone or via a Web site.

Once setup is complete, you can call the FirstGate system from any telephone to send a voice message as email to recipients on your list, or to other FirstGate subscribers if you know their UserID. While on the phone you simply enter the nickname of the person or group(s) you wish to send a message to, then record your message. FirstGate then compresses your voice message into a .WAV file, attaches it to an email, and sends it to the designated recipient's email address(es).

FirstGate could be an ideal solution for overseas communication and for sales forces. ISPs could provide their customers with a low-cost way to send voice messages overseas through email without having to have a computer. Alternatively, ISPs could provide corporate sales teams with the ability to quickly send important personal voice messages to hundreds of people. Forget to send that email before you left for the airport? Just call the FirstGate number supplied by your ISP and send your message as a voicemail.

Vienna.way

Another company in the Voice-over-IP (VoIP) hunt is Vienna Systems with its Vienna.way application (*www.viennasys.com*).

In this model, the Vienna.way gateway in Los Angeles is connected to the local public telephone network via a network interface card. This card communicates with a DSP card that translates the voice call from the telephone system to Internet protocol for transport over the Internet. A call processing server on the network sets up the call and routes it to another gateway in London, where the process is reversed. The processing server also keeps track of the calling/called phone numbers and call duration to allow the ISP to track the call for billing purposes; local usage charges may apply if the call is placed outside of some local calling area.

The same process can be applied to fax. So you could send a fax to a local, toll-free number, and the fax gets sent over the Internet to some remote gateway that then completes the call on the local public network from the Central Office closest to the destination.

A sort of peering or aggregation of gateways could sprout up—an ISP in San Francisco could have a working arrangement with multiple ISPs in Caracas or Taiwan to accept and send each other's calls so as to avoid having to have actual presence in each destination country.

FaxStorm

Another example of Fax over IP comes from NetCentric. Its FaxStorm Internet Fax Service package (*www.FaxStorm.com*) enables ISPs to package and deliver carrier-class service offerings, such as individual and broadcast faxing, fax to email, email to fax, electronic fax mailboxes, and

DIAL-UP SPECIAL

Premium Service Plan
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Unlimited E-Mail

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Free Daily Log Reports
5 E-Mail Boxes

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384 Kbps	1.54 Mbps Port Speed $595.00 /mo $695.00 Set up
Full T1	$995.00 /mo FREE Set up

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SDRAM 32X64-10 256MB -$559

Desktop Memory

Apple	8M	16M	32M	64M	128M
MAC G-3 (NEW)				179	369
8500, 9500 DIMMS		55	85	139	329
QUADRA 700,900, 950 (KT)	39	79		289	
QUADRA 800, 840 AV		25	38		
QUADRA 605, 610, 650		25	38		
CENTRIS 610, 650,660		29	38		
PERFORMA 450, 460, 466,467, 475,550,575,577,578		29	38		
MAC II, IICI, IICX, IIVI, IIVX, IIX, SE30	39	59	79		

AST	8M	16M	32M	64M	128M
ADVENTURE 200,400 (AMD)		45	75		
PREMIA 4/33,336, 50D, 66D	59	79			
ADVANTAGE! PLUS/PRO	29	45			
BRAVO LC 5166,5200 (SDM)I	45	75	195	339	
BRAVO MS 5166,5200(SDM)		45	75	195	339
MANHATTAN D 6200		69	89	195	369
MANHATTAN PRESC PRO 6200		69	89	195	369
PREMIUM 486 (ALL)		CALL			

COMPAQ	8M	16M	32M	64M	128M
DESKPRO 2000 5166MMX (SD)		45	75	189	339
DESKPRO 4000 5166MMX (SD)		45	75	189	339
DESKPRO 6000 6233,6300(SDE)			89	239	419
DESKPRO XL 6150/6200 (DIM)		69	79	195	369
DESKPRO 486 SERIES		CALL			
DESKPRO M SERIES EXP BOARD 0 MB $119.00					
PROLINEA 486 SERIES	35	59	85		
PROSIGNIA 486/33, /66	35	59	85		
PRESARIO 400,600, 800	35	59	85		
PRESARIO CDS 720,724,	35	59	85		
PRESARIO 8772 (SDRAM)		59	79		
PROLIANT 6000,6500, 7000 6200 NEW		CALL			
PROLIANT 1500,6/200 FLEX (DIM			79	195	369
PROLIANT 2500,2500R (DIMM)			79	195	369
PROLIANT 486 SERIES		49	65		

DELL	8M	16M	32M	64M	128M
DIMNSION XPS D 233/266/300 (NEW)			79	195	339
DIMNSION XPS M166/200		45	79		
XPS 133S,166S,200S,			45	79	
XPS P133V,P200V			45	79	
DIMENSION XPS H233,266		65	69	149	
DIMENSION XPS P100C,120C ED	49	65	125		
OPTIPLEX GXA PII 233,266,300(SDE)			95	219	389
OPTIPLX GXI,GX PRO200 (DIMM)		69	79	195	369
OPTIPLEX GL,GM,GMT, (ED)		45	65	125	
OPTIPLX GS,GXL,GXMT(ED)		45	65	125	
PRECISION 486		45	59		
PERFORMANCE		45	59		
POWEREDGE 2100,4100,6100		69	79	195	369
POWERDESKTOP		45	59		
POWERLINE WKST		45	59		
WORKSTATION 400 PII 266,300 NEW			79	195	369

	8M	16M	32M	64M	128M
E-1000,E-3000,E-3100(SD)			79	195	339
E-5000-2266,2300 (SDE)			95	219	389
PROFESSNL P5/100, (DIMM)		45	79		
P5/120, P5/133, P5/166,P5/200		45	79		
PC FAMILY P5/200 (DIMM)		45	79		
DESTN D-5 P5/200 MMX (DIMM)		45	79		
DESTINATION D6-180,6-200		45	79		

HEWLETT PACKARD	16M	32M	64M	128M
BRIO 8000,8100 SERIES (ED)		65	125	
KAYAK XA PII 233,266,300(NEW)		69	195	409
KAYAK XU/XW PII 233,266,300(SDE)		89	219	389
PAVILLION 5010-7170 ED	45	65	125	
NETSERVER LH + 5/133/166	69	79	195	369
NETSERVER LH PRO PRO/200	69	79	195	369
NETSRVR LX PRO/LXE 6/166,6/200	69	79	195	369
VECTRA 500 SERIES (ED)	45	65	125	
VECTRA VL4 5/150,5/166	45	65	125	
VECTRA XA 6/180, 6/200	45	65	125	

IBM	8M	16M	32M	64M	128M
APTIVA 300,500&'M'		35	45		
APTIVA A SERIES ED			45	65	
APTIVA C21-C77		29	45	65	
APTIVA C3D,C3E,C8E,C9E(SDRM		45	79		
APTIVA S3C,S35,S8C,S9C,S9SDR		45	79		
APTIVA S64-S90 ED			45	65	125
PC 300 GL (SDRM)			45	79	
PC 330 6576 SER (PENT)		45	65	125	
PC 700 SERIES PENTIUM		45	65	125	
PC 730 SERIES PENTIUM		45	65	125	
PC 750 SERIES PENTIUM		45	65	125	
PC 300 XL PENTIUM II (MDL6588)		69	79	195	369
PC SRVR 325 PRO 180/200 (8369		69	79	195	369
PC SERVER 330 PRO 200 (8640/69)		69	79	195	369
INTELLISTATION Z PRO 2D,3D		69	79	195	369
PREMIER PS/2 56,57,58	35	39	59		
MULTIMEDIA M77		35	59	89	
PS/1 ADVISOR/ESSENTIAL	35	59	89		
PS/1 INVESTOR/WILLOW	35	59	89		
PS/VALUEPOINT486 (ALL):	35	59	89		

MICRON	16M	32M	64M	128M
MILLENNIA XKU PII 266,300(SDRM)		79	195	339
MILLENNIUM PRO 2 (DIMM)	69	79	195	369
VETIX EL 1000N,2000N (DIMM)	69	79	195	369
VETIX LXI(DIMM)		69	79	195
369				
POWERDIGM XLI (DIMM)	69	79	195	369
POWERDIGM XSU (SDE)		95	219	389

NEC TECHNOLOGY	16M	32M	64M	128M
DIRECTION SPL 233,266,300(SD)		79	195	339

Workstation Memory

Kingston TECHNOLOGY CORPORATION

IBM
RISC 6000 SERVERS - RISC 6000 STATIONS

SILICON GRAPHICS
INDIGO - POWER INDIGO
ONYX - CHALLENGE SERIES
O2 SERIES (NEW)
OCTANE SERIES (NEW)

Sun MICRO SYSTEMS
SPARC STATIONS 4,5,10,20, LX SERIES
IPX - ULTRA , CLASSIC SERIES

COMPAQ
PROFESSIONAL 5000

HEWLETT PACKARD
HP VECTRA -
VECTRA XW 6/200 SERIES
HP APOLLO WORKSTATION

C.O.D.

SDRAM 168-PIN ECC

SDRAM 32X72 -10ns 3.3v ECC 256MB	709
SDRAM 16X72 -10ns 3.3v ECC 128MB	329
SDRAM 8X72 - 10ns 3.3v ECC 64MB	179
SDRAM 4X72 - 10ns 3.3v ECC 32MB	75

SDRAM 168-PIN NON-ECC

SDRAM 32X64 -10ns 3.3v ECC 256MB	559
SDRAM 16X64 -10ns 3.3v 128MB	279
SDRAM 8X64 -10ns 3.3v 64MB	149
SDRAM 4X64 -10ns 3.3v 32MB	59

168 Pin Dimm

16X72-60 EDO-ECC 3.3V BF/UBF	(128MB)	349
8X72-60 EDO-ECC 3.3V BF/UBF	(64MB)	179
4X72-60 EDO-ECC 3.3V BF/UBF	(32MB)	85
2X72-60 EDO-ECC 3.3V BF/UBF	(16MB)	59
16X64-60 EDO 3.3V UBF	(128MB)	319
8X64-60 EDO 3.3V UBF	(64MB)	155
4X64-60 EDO 3.3V UBF	(32MB)	75
2X64-60 EDO 3.3V UBF	(16MB)	49

72-Pin [illegible] Simms

SIMM 32X32-60 EDO	(128MB)	325
SIMM 16X32-60 EDO H	(64MB)	179
SIMM 16X32-60 EDO L	(64MB)	139
SIMM 8X32-60 EDO	(32MB)	59
SIMM 4X32-60 EDO	(16MB)	29
SIMM 2X32-60 EDO	(8MB)	19
SIMM 1X32-60 EDO	(4MB)	12
FAST PAGE MODE (FPM) - NON-EDO:		
SIMM 32X32-60	(128MB)	329
SIMM 16X32-60 H	(64MB)	185
SIMM 8X32-60	(32MB)	62
SIMM 4X32-60	(16MB)	32
SIMM 2X32-60	(8MB)	19
SIMM 1X32-60	(4MB)	13

72-Pin Parity Simms

TRUE PARITY:		
SIMM 32X36-60	(128MB)	385
SIMM 16X36-60 H	(64MB)	215
SIMM 16X36-60 L	(64MB)	165
SIMM 8X36-60	(32MB)	79
▶ SIMM 8X36-70	(32MB)	72
SIMM 4X36-60	(16MB)	45
▶ SIMM 4X36-70	(16MB)	44
SIMM 2X36-60	(8MB)	39
SIMM 2X36-70	(8MB)	35
SIMM 2X36-80	(8MB)	31
SIMM 1X36-60	(4MB)	19
SIMM 1X36-70	(4MB)	17

H=High Density L=Low Density

30-Pin Simms

▶ SIMM 16X9-60 (9-CHIP)	(16MB)	89
SIMM 16X9-70 (9-CHIP)	(16MB)	79
SIMM 4X9-60 (9-CHIP)	(4MB)	18
SIMM 4X9-80 (9-CHIP)	(4MB)	17
SIMM 1X9-60 (9-CHIP)	(1MB)	10
SIMM 1X9-70 (9-CHIP)	(1MB)	9
SIMM 1X3-60 (9-CHIP)	(1MB)	8
NON PARITY:		
SIMM 16X8-60 (9-CHIP)	(16MB)	79
SIMM 16X8-70 (9-CHIP)	(16MB)	69
SIMM 4X8-60 (9-CHIP)	(4MB)	16
SIMM 1X8-60 (9-CHIP)	(1MB)	9
SIMM 1X8-70 (9-CHIP)	(1MB)	8

Video Memory

	2M	4M	6M	8M	12M
ATI 3D PRO TURBO	89	179			
ATI XCLAIM 3D (SGRAM)		179			
ATI 3D XPRESSION (SDRAM)	79				
MATROX MILLENIUM WRAM		139	189		
MATROX MILLENIUM II				CALL	CALL
MATROX MYSTIQUE (SGRAM)	59				

Notebook Memory

Apple	8M	16M	32M	64M
EPIC 1400 SERIES NOTEBOOK (NEW)	89	149	229 (24MB)	
520/C, 540/C	79	115	219	

ACER	8M	16M	32M	64M
750,750C	75	109		
730,735C,760C,760CX,780CX	69			
782,784,786,787,760I	39	75		
NUOVO 971,972,970DX,970MMX	49	65	115	
PRO 950,,954,955,956,957,958,959	55	75	139	
LIGHT 350P ,356,358,359,361	55	75	139	
LIGHT MULTIMED 382,383,384	55	75	139	

AST	4M	8M	16M	32M	64M
POWEREXEC486SL/33, 425L	45		95		
425L SPECIAL EDITION	45		95		
BRAVO NB/EXPLORER	35		75		
ADVANTAGE EXPLORER 212	55	75			
ASCENTIA A 41, A42,A70 MMX		49	65	119	
ASCENTIA J SERIES (KIT)		55	75	139	
ASCENTIA P SERIES (NEW)		59	69	169	
ASCENTIA 900, 910N	45	65	95		
ASCENTIA 950N		65	95		
ASCENTIA 800, 810/N	39	69	95		

AT&T	4M	8M	16M	32M	64M
SAFARI 3151/3181	49	65	95		
GLOBALYST 130	29	39	75		

AUSTIN NOTEBOOK	4M	8M	16M	32M	64M
BUSINESS AUDIO XL DX4		59	149		
DX4/DX2/SX2/SX	55		179		
VISTA	49	75	129		

Canon	4M	8M	16M	32M	64M
NOTEJET 486C (BN100)	39	69			
NOTEJET 486 (BN22)	49	69			
NOTEJET II (BN32)	49	69			
NOTEJET III/III CX	29	39	75		
IINNOVABOOK 1100T		59	75	139	
IINNOVABOOK 10C-SUB	49		125		
IINNOVABOOK 150C, 175C	49		125		
IINNOVABOOK 350,360,475	29	39	75		
IINNOVABOOK 480, 490		39	75		
IINNOVA 200LS	49	75	125		
IINNOVA 486NX	45	69			

COMPAQ SPECIAL
PRESARIO 1208 1210 1610 1620 1680$115

COMPAQ	4M	8M	16M	32M	64M
ARMADA 1100,1100T,1120,1125		49	79	139	209
ARMADA 1130,1130T		49	79	139	
ARMADA 1510DM,1520DM,1550MT		49	79	139	209
ARMADA 7710,7730,7750		49	79	139	209
ARMADA 4100		49	79	139	215
CONCERTO 425/433	45	65	95		
CONTURA 4/25,C,CX	39	65	95		
CONTURA 400C,410C,420,430C		45	69	95 (185 24MG)	
CONTURA AERO 4/33C	39	69	105		
LTE ELITE 4/25/C, 4/75/C	45	65	95		
LTE 5000,5100,5200,5300,540		59	95	.119	21 9
PRESARIO 1010, 1020, 1030,1040		49	72	119	
PRESARIO 1060,1070,1080		49	72	119	
PRESARIO 1210, 1610,1680			75	115	245

CTX EZ BOOK	4M	8M	16M	32M	64M
CTX EZ500T	29	39	75		

DEC PC	4M	8M	16M	32M	64M
425SE/433 SE COLOR	49		95		
425SL, 433SLC PREMIUM	49		95		
HI-NOTE/HI-NOTE ULTRA I	39	55	75		
HI-NOTE VP 520/525/535/545		[illegible]	79	139	209
HI-NOTE VP CSS,LSS 575/5100/5120		49	79	139	199

DELL	4M	8M	16M	32M	64M
INSPIRON 3000 M200, M233(NEW)			75	125	245
LATITUDE LM P100SD,P133S	49	79	139		
LATITUDE LX475D,4100D/T	39	[illegible]	79		
LATITUDE 433/C, CX, 425	45		95		
LATITUDE XP 4100CX,450C/CX	29	42	75		
LATITUDE 433M, MX, MC,	39	69	95		

EVEREX	8M	16M	32M	64M
STEPNOTE 5	49	79	139	
STEPNOTE MMX	49	79	139	199

EPSON	4M	8M	16M	32M	64M
ACTION NOTE 500C	55				
ACTION NOTE 650/660C	45	69	105		
ACTION NOTE 700	55		129		
ACTION NOTE 890CX, 890C	35	49	85		
ACTION NOTE 895C, 910	35	49	85		

FUJITSU	8M	16M	32M	64M
LIFEBOOK 400,500,600 SERIES	[illegible]	79	139	
MILAN,MONTECARLO,MONTEGO	[illegible]	79	139	209

	4M	8M	16M	32M	64M
COLORBOOK	49		149		
HANDBOOK	29		75		
LIBERTY	29	45	75		
NOMAD/NOMAD N	75		345		
SOLO S90,S120,V75 (NEW)		59	79	149	
SOLO 2100, 2200 (NEW)		59	105	169	
SOLO 2300 (NEW)			75	129	245
SOLO 9100 SERIES (NEW)			75	129	245

HEWLETT PACKARD	4M	8M	16M	32M	64M
OMNIBOOK 530, 600/C	49	69	149 (530 ONLY)		
OMNIBOOK 600CT 4/75	45	[illegible]			
OMNIBOOK 800C,800		[illegible]	105	195	CALL
OMNIBOOK 2000		55	89	145	285
OMNIBOOK 3000CTX			CALL	CALL	
OMNIBOOK 4000 C/CT	49	69	109		
OMNIBOOK 5000,5500 CT,CTS		[illegible]	89	145	
OMNIBOOK 5700TX (MMX)		[illegible]	89	145	285

HITACHI	8M	16M	32M	64M
C-SERIES NOTEBOOK	49	79	119	
E-SERIES NOTEBOOK	55	85	149	
M-SERIES NOTEBOOK	55	95	169	
M-X MMX SERIES NOTEBOOK	59	89	179	
VISIONBOOK PLUS 4140,4150,4360	49	79	139	209
VISIONBOOK PRO 7340,7360,7560	49	79	139	209

IBM SPECIAL
[illegible] 760ED [illegible] 119

IBM	4M	8M	16M	32M	64M
CL57LSX	59	79			
PS/NOTE 2618	55	75	125		
PS/NOTE 182, N82, L40SX	55	75			
THINKPAD 340	45	75			
THINKPAD 350, 350C	45	75	105		
THINKPAD 355, 355C,360C/CS	45	75	119		
THINKPAD 365C,CS,CD,E,ED	29		79		
THINKPAD 365 X,380,385D		[illegible]	75	125	
THINKPAD 510/CS,(500 8MG MAX)	45	70	135		
THINKPAD 560 (NEW)		49	75	119	
THINKPAD 560E		49	75	119	209
THINKPAD 700/C, 720/C	49	79			
THINKPAD 701 BUTTERFLY	29	45	75		
THINKPAD 750/C/CS/P	45	[illegible]	129	225	
THINKPAD 755CS DX2/4	55	69	129	225	
THINKPAD 760C (NEW)		65	95	149	
THINKPAD 760 E,EL,ELD (NEW)		49	75	119	209

MICRON	4M	8M	16M	32M	64M
MILLENNIUM TRANSPORT		59	75	139	
MILLENIUM TRANSPORT XPE			79	119	

MIDWEST MICRO	4M	8M	16M
ELITE SNDBOOK 486/486 I I	45	69	105
ELITE SNDBOOK PLUS (PENT)	45	69	109

NEC	4M	8M	16M	32M	64M
VERSA E/M/V/P		55	79	155	
VERSA S, 2000, 2200C	29	42	75		
VERSA 2400,2405,2435		[illegible]	75		
VERSA 2600		[illegible]	79	139	209
VERSA 4000		[illegible]	79	155	
VERSA 6000H,6030H		69	95	185	
VERSA 6050MH,MHX P150 MMX		69	95	185	229
VERSA 6200MX P166 MMX		49	79	139	209

PACKARD BELL	2M	8M
STATESMAN/STATESMAN +	39	75

SAMSUNG	4M	8M	16M	32M	64M
S3945T/SENS 700/800	59	75	119		
SENS 500		[illegible]	79	139	209
SENS 810		75	105	195	

SHARP	4M	8M	16M	32M	64M
3010,3050	29	42	75		
3020,3060 PENTIUM	29	42	75		
3030, 3040, 3070		59	89	145	
7700/7750/8150,8650,8660	45		95		
8700,8800,8900	45	69	105		
9000/9030		55	89	139	
9020/9050		55	89	139	
9040/9070		59	79	139	
9080		59	79	139	
WIDENOTE		49	79	139	

SONY	16M	32M	64M
VAIO PCG-705C,707C,717C,719C	75	115	239

TEXAS INSTRUMENTS	4M	8M	16M	32M	64M
TI 4000E, 4000M	79		279		
TI 5000,5100,5200,5300		79	[illegible]		
TI 6020,6030,6050,6160		49	79	139	
TI EXTENSA 455 SERIES (NEW)	29	45	75		
TI EXTENSA 510/515/550/560/575		59	79	139	
TI EXTENSA 600,650,660SERIES		49	79	139	

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TOSHIBA 100C/200/400/610 32MB—only $109

TOSHIBA	8M	16M	32M	48M	64M	128M
TOSHIBA 100C/200/400/610	49	65	109			
710CD/720CDS/730/740	49	65	109		249	509
PROTEGE 650 CT,660 CDT	49	69	119		229	
SATELLITE 225,440,460	49	69	119	169		
TECRA 500/550/650/660	49	69	119	169		449
TECRA T700CS/CT (SYNC)	75	105	189			
T1900,1900CT,1950,1960	65	95				
4500/4700/4800/4900	65	95	189			
T6400/6600	65	95	189			
T2100, T2150CDS/CDT	65	79		119 (24MG)		
PROTEGE 2400/3400/3600	42	75				

TWINHEAD	4M	8M	16M	32M	64M
SLIMNOTE 'E' 486DX	49		95		
SLIMNOTE 5	49	75	95		
SLIMNOTE 6	49	75	95		
SLIMNOTE 8		75	95	145	

WINBOOK	4M	8M	16M	32M	64M
WINBOOK XP			79	145	
WINBOOK XP 5 (NEW)				145	
WINBOOK FX (NEW)		[illegible]	89	149	

ZENITH	4M	8M	16M	32M	64M
Z-STAR 433VL		75			
Z-STAR EX	39		75		
Z-NOTE FLEX/ES/EX/GT	35	55	75		
Z-NOTE MX	49		95		
Z-NOTE 6000		69	95	185	
Z-NOTE 6200		49	79	139	209

PCMCIA Cards

SRAM CARDS		FLASH CARDS	(ATA)	/COMPACT
64K	$39			
128K	55	4MB	$89	$85
256K	65	8MB	119	129
512K	95	12MB	149	169
1MB	105	16MB	175	149
2MB	159	20MB	209	339
4MB	309	40MB	359	

Flash Memory for Digital Cameras

APPLE, CASINO ZOOMER, CHINNON, HP OMNIGO, KODAK DC'S,NIKON E2, SONY MAGILINK, ETC.

CPU UPGRADES

INTEL	
Pentium 166 MHz	$109
Pentium 200 MHz	$169
Pentium 166 MHz MMX	$115
Pentium 200 MHz MMX	$135
Pentium 233 MHz MMX	$205
Pentium II 233 MHz w/512 Cache	299
Pentium II 266 MHz w/512 Cache	405
Pentium II 300 MHz w/512 Cache	585
Pentium II 333 MHz w/512 Cache	750
AMD	
K6-166MHz MMX	$115
K6-200MHz MMX	$125
K6-233MHz MMX	$139

Printer Memory

BROTHER	1MB	2MB	3MB	4MB
HL-8D/8E/8V	65	75		115
HL-10V/10DV/10PS		69		99
HL-4/4PS/4V/4VE		75		115
HL-6/6T/6V		65		99
HL-630/631/641/645	43		55(1.5MB)	
HL-720/730			45(1.5MB)	
HL-660/960/1260		42(4MB)		65 (8MB)
LASER/FAX MFC 3900ML	39		55(1.5MB)	
4000ML/4500ML/5000ML LASER UPGRADE/CALL FOR MEM/FAX SIDE				
FAX 4550/6550/7550(NEW)	65	85		

Canon	1MB	2MB	3MB	4MB
LBP 430/860/1260				39
LBP 4SX		75		115
LBP 811/B/T		45		65
LBP-8SX		79		115
LBP-4/LITE PLUS	95	139		

EPSON ACTION LASER	1MB	2MB	4MB	5MB
1500, 1000		59		
5000, 5200		55	95	
ACTION LASER II		69	89	105
EPL 6000		85	115	
EPL 7000		69		

EPSON	4MB	8MB	16MB	32MB
1100(4MB ONLY)/1600	39	55	69	95

HEWLETT PACKARD	2MB	4MB	8MB	16MB
HP 4000/4000N NEW				65
HP 4, 4M, 4SI	29	49	59	
HP 4		(postscript 249)		
HP 4P, 4MP, HP4V,5M,5N,5P,5SI	29	39	49	65
HP4L, ML (1MEG ONLY)		$39		
HP 5L,5L-FS	35	43	79	
HP550,C, 560,C (256K ONLY)		$29		
HPII/IID	45	65		
HPIII,IIIP, IIP	45	65		
PAINTJET XL300		65	85	

IBM	1MB	2MB	3.5MB	4MB
4019		69	95	
4029/4037		39		56
4039/4079				45

LEXMARK	4MB	8MB	16MB	32MB
OPTRA/L/LX/LXI/N/R/RX	39	49	65	89
WIN WRITER 200, 400, 600	69			
VALUEWRITER	69			

OKIDATA	1MB	2MB	4MB
OKI 400		52	
OKI 400E/410E		69	109
OKI 600E/610E (NEW)		65 85	(5MG)149 (17MG)
OKI 810/830/840/850		79	CALL
OKI 810E (NEW)			79

Panasonic	2MB	4MB	8MB
KX 4410/4430	55	79	
KX 4420/4450I	65	99	
KX 4400/5400/4401	49	85	
KX 4440/5410	69	109	
KX-P 4450		85 (1MB)	
SP100	49	85	
KX-6500 (NEW)		55	

SHARP	1MB	1.5MB	2MB	4MB
JX9500/E/H/9700/H		129	159	
JX9400/9600/9660/9700E			65	95

TEXAS INSTRUMENTS	1MB	2MB	3MB	4MB
MICROLASER SERIES	39	78	117	156
MICROLASER TURBO				89
MICROWRITER SERIES	45	75		
ML PWRPRO/12,ML PRO8,ML600		55 (4MB)		95 (8MB)

Peripherals

IDE HARD DRIVES

MAXTOR DRIVES			
Maxtor Diamondmax 82560D3	2.5GB	10ms	$160
Maxtor Diamondmax 84320D5	4.3GB	10ms	$189
Maxtor Diamondmax 85250D6	5.2GB	10ms	$235
Maxtor Diamondmax 85120A	5.1GB	10ms	$229
Maxtor Diamondmax 87000D	7.0GB	10ms	$305
Maxtor Diamondmax 88400D8	8.4GB	10ms	$325
QUANTUM DRIVES			
Quantum Fireball ST32160A	2.1GB	10ms	$149
Quantum Fireball ST3240A	3.2GB	10ms	$261
Quantum Bigfoot CY54335A	4.3GB	14ms	$163
Quantum SE6400A	8.4GB	9.5ms	$265
Quantum SE8400A	8.4GB	9.5ms	$369
SEAGATE DRIVES			
Seagate ST32122A	2.1GB	12ms	$135
Seagate ST52520A	2.5GB	11ms	$185
Seagate ST34342A	4.3GB	11ms	$183
WESTERN DIGITAL DRIVES			
Western Digital AC22500	2.5GB	12ms	$145
Western Digital AC33200	3.2GB	12ms	$169
Western Digital AC34300	4.3GB	11ms	$199
Western Digital AC35100	5.1GB	11ms	$215
Western Digital AC36400	6.4GB	9.5ms	$259

SCSI HARD DRIVES

QUANTUM DRIVES				
Quantum AL34550S	U/S3	4.5GB	8ms	$435
Quantum Fireball ST4320S	U/S3	4.3GB	10ms	$285
Quantum AtlasII VK34550S	U/S3	4.5GB	8ms	$395
Quantum AL39100S	U/S3	9.1GB	8ms	$772
SEAGATE DRIVES				
Seagate Barracuda ST34572N	U/S3	4.5GB	8/9ms	$545
Seagate Barracuda ST19171N	U/S3	9.1GB	8/9ms	$795
WESTERN DIGITAL DRIVES				
Western Digital E4360-3	U/S3	4.3GB	8ms	$455

WIDE SCSI HARD DRIVES

QUANTUM DRIVES				
Quantum Atlas AL34550SW	UW/S3	4.5GB	8ms	$395
Quantum Atlas AL39100SW	UW/S3	9.1GB	8ms	$825
SEAGATE DRIVES				
Seagate Barracuda ST34572W	UW/S3	4.5GB	8/9ms	$590
Seagate Cheetah ST34501W	UW/S3	4.5GB	7/8ms	$685
Seagate BarracudaST19171W	UW/S3	9.1GB	8ms	$805
Seagate Cheetah ST19101W	UW/S3	9.1GB	8ms	$1065
WESTERN DIGITAL DRIVES				
Western Digital E4360-7	UW/S3	4.3GB	8ms	$519

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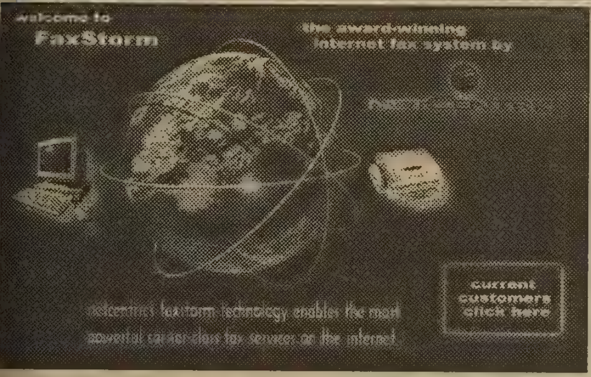
fax-on-demand Web site capability. Now thousands of companies can rely on their ISP for fax-back capabilities without having to have a standalone system. ISPs can set up a series of HTML forms that visitors to one of their commercial subscriber's Web sites use to select and fax documents via the Internet.

EdgeCommander

ISPs will also be taking a hard look at MediaGate's new EdgeCommander Universal Edge Server (*www.mediagate.com*), a new breed of remote access server that combines telephony with traditional remote access capabilities.

The key component of the server is MediaGate's iPost Universal Messaging software, available on each port. When an ISP provisions its network with MediaGate's server software, the iPost component enables subscribers to select how they want to retrieve their messages. Users could choose to listen to their email messages via telephone, view their faxes from their Web browser, or listen to their voicemail messages from within their email client. iPost also allows subscribers to opt for pager notification of new messages, selectable by message type. All this in addition to remote access services, including access to databases and IP transport to other remote sites.

Here's what an ISP, CLEC or independent telephone company is looking at to install MediaGate's EdgeCommander with iPost. Pricing starts at $19,995 for a 24-port EdgeCommander system; a 96-port version is offered at $43,795 and $70 per user for the iPost license. For a limited time, MediaGate is including 1,000 iPost user licenses with every 96-port EdgeCommander.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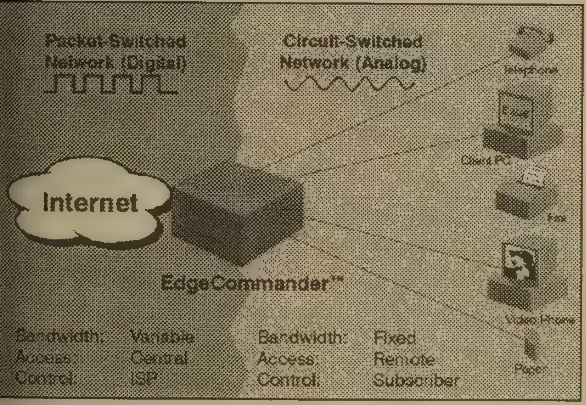

FaxStorm (top) enables ISPs to package and deliver carrier-class fax service on the Internet. EdgeCommander (above) allows the user to choose the form in which they receive their messages.

That's the pricing for the ISP. It will be interesting to see how they amortize the price of such services across their own subscriber base. Are you willing to pay at least $100 more per year to be able to listen to your email messages from a phone when you are away from your computer, or when your laptop's battery loses its charge? Will larger ISPs be able to offer better "volume pricing" than smaller ones? Who do you call?

Another matter is how ISPs are thinking about billing these long distance and international calls. I spoke to one vendor during ISPCON Spring '98 who told me that unlimited VoIP or FoIP could probably be offered profitably by even a medium-sized (5,000 customer) ISP at around $30–$45 per month in addition to basic IP service.

However, he indicated, that—of all people—ISPs are taking off their shoes so they have more digits to help them count the ways in which they can

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charge subscribers just like the Baby Bells and Long-Distance companies do, by billing VoIP and FoIP calls with some per-minute charge. I heard a three- to five-cent per minute charge depending on whether it was local, toll, long-distance, or internal; including a penny-per-minute kick-back to the ISP generating the call.

Take those ISP out back and shoot 'em. And include a check shot to the head. They'll be dead soon anyway at the hands of competitors that figure out that per-minute price models are dinosaurs handed down from monopolist-minded telcos and regulators with nothing more to do than dream up tariffs.

VocalTec

More familiar players include VocalTec (*www.vocaltec.com*). They also offer a Telephony Gateway that includes phone-to-phone, fax-to-fax, PC-to-phone, and Web-to-phone calling over the Internet or corporate intranet.

You may already know them as developer of Internet Phone, now in Release 5. This is a consumer product that lets you talk for free over the Internet to people around the world. This $49.95 client includes a two-user license so you can pass one along to someone you call frequently. But instead of just messaging, Internet Phone lets you have live conversation, send and receive video, exchange files, use text chat, whiteboards, and voice mail. It even lets you call regular phones from your PC. Kind of a telephony-based BBS. Internet Phone includes Caller ID, Call Waiting, Muting, Blocking and Directory Assistance. Available now for Windows and NT, a 14-day trial beta for version 3.5 is also available for download for MacOS.

HotOffice

ISPs will also have an opportunity to offer additional services other than VoIP or FoIP. HotOffice Technologies (*www.hotoffice.com*) offers anytime-anywhere officing.

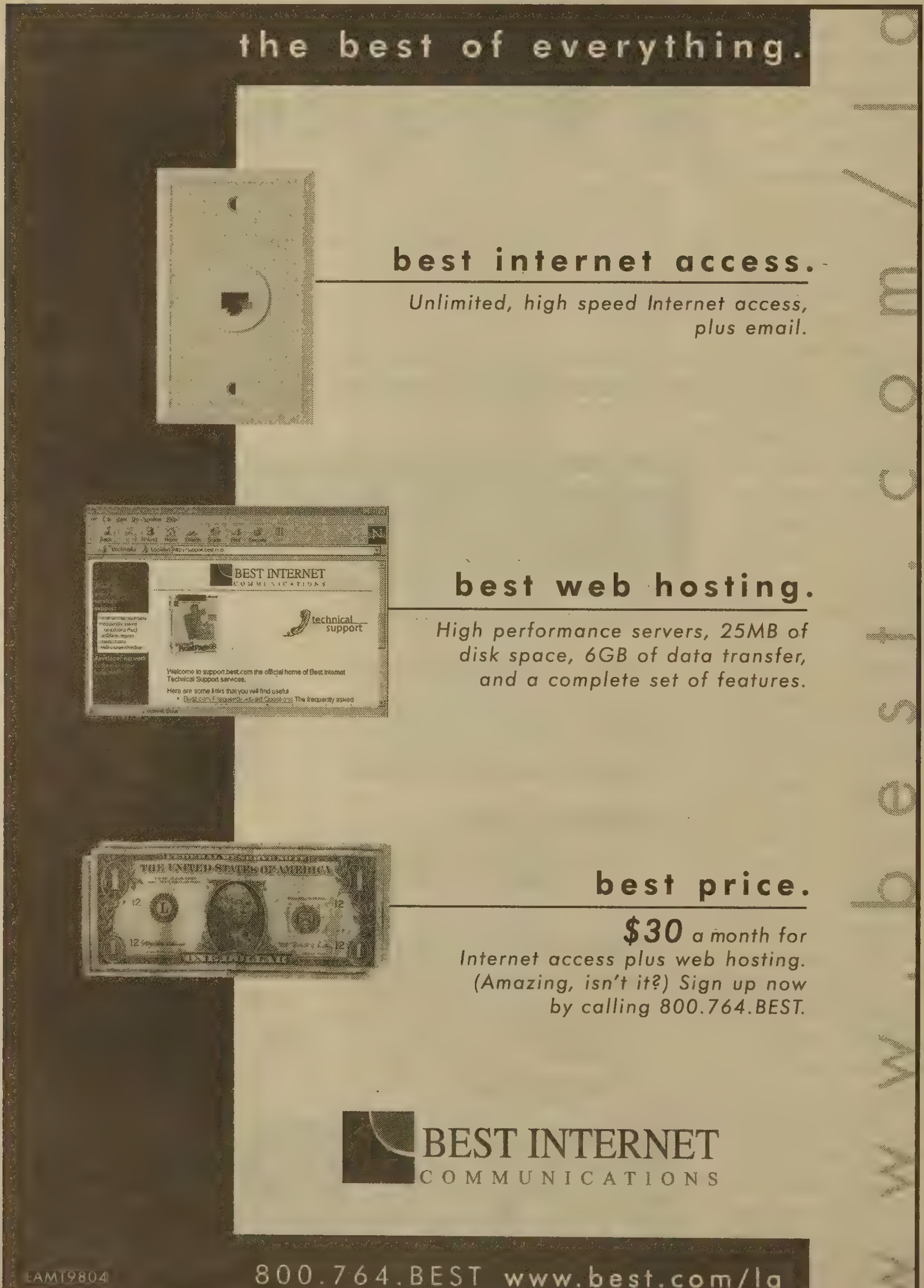
HotOffice is a prepackaged intranet that ISPs could offer small to medium-sized corporate customers. Included are online conferencing and bulletin board, document publishing and sharing, Internet phone, travel calendar that includes scheduling and ticketing capabilities, multi-level security, and e-mail. A simple management center lets the Ratberts of the world set up user names and privileges, create departments and projects, and otherwise customize the HotOffice for any corporate need. HotOffice looks like a profitable turnkey business solution that will make any ISP's service more profitable as it provides customers with a secure communications tool subscribers can use to grow their business.

Portals

Portal products are also the rave these days with ISPs. For instance, your next ISP may provide you with a personalized version of Microsoft Explorer whose homepage takes you directly to Planet Direct (*www.planetdirect.com*) content.

By partnering with Planet Direct, ISPs are able to send subscribers a startup CD that features an install application plus a multimedia Internet tutorial. Once customers get set up simply and without headaches, ISPs will also have provided an organized and customizable portal to the Internet that includes 15 areas of major interest—jobs, sports, money, and news sites, all on one easy-to-use homepage.

The Planet Direct site offers over 30,000 links to local information specific to zip codes of ISP subscribers. Other features on the Planet Direct site include a calendar and reminder feature and a per-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530CDT	P166MMX	32MB/33.6K	2.02GB+10X	12.1TFT	$CALL
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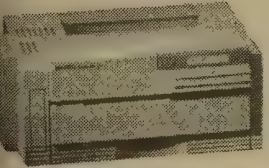
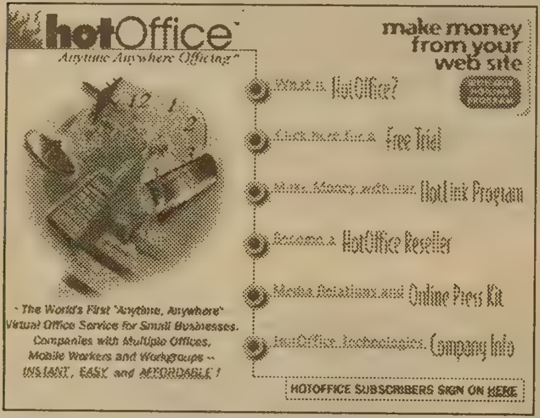


sonal contact manager, community-oriented chat rooms, discussion groups, member-created homepages, and an instant-messaging tool similar to AOL's that lets subscribers send quick notes to friends already online.

Planet Direct's built-in content includes navigation links to Reuters, Travelocity, Reel, ZDNet, Lycos, Whowhere?, The Weather Channel, Sportsnetwork.com, The Mining Company, CitySearch, GeoCities, and Barnes and Noble.

A new twist on this theme was announced at ISPCON Spring '98 by Bigfoot, the huge Web-based online directory service. Neo-Planet is positioned as a new portal strategy both for Bigfoot and ISPs that partner with them. The race is on to get people entering the Internet to use your own fast lane. Advertising, of course, drives this, as the game becomes how to make getting on the Internet simple, quick, and entertaining.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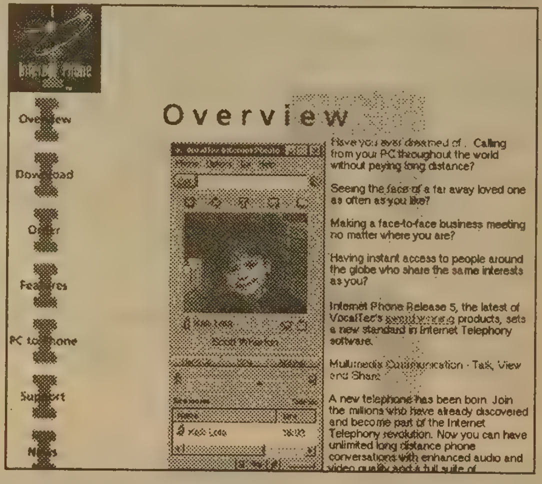

Overview

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Internet Phone Release 5, the latest of VocalTec's [illegible] products, sets a new standard in Internet Telephony software.

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Internet Phone (above) lets the user talk for free on the Internet to people around the world. HotOffice (left) is a prepackaged intranet for small to medium-sized coporate customers.

Neo-Planet is actually a preformatted Web browser that runs on top of Microsoft Web browsing technology embedded in the Windows OS so it can present Web pages within its alternative browsing environment. Neo-Planet integrates a Web directory and other popular Internet tools into the browsing interface itself to create a total online environment that always keeps customers within one click of the top content on the Web.

Neo-Planet's embedded directory appears as a column of channels on the right hand of the screen with 30 categories such as news, sports, money, travel, etc. Each channel then has subheads. Below the subheads for News are links to specific topical sites including *USA Today*, *Wall Street Journal*, the *New York Times*, and other leading newspapers on the Web. And that's just one channel.

Neo-Planet is currently available to be branded and packaged by ISPs. Top publisher ZDNet has already signed up and has launched its own branded version—ZD Planet. Go see *www.neo-planet.com* for a peek at the future of browsing, and what you'll get in the mail from your existing or next ISP. ◆

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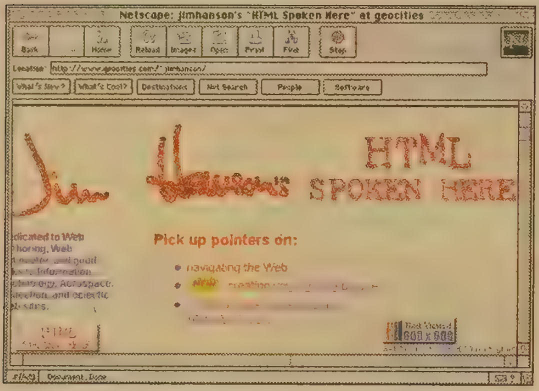

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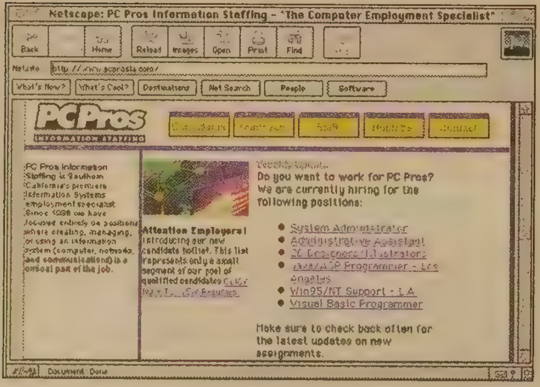

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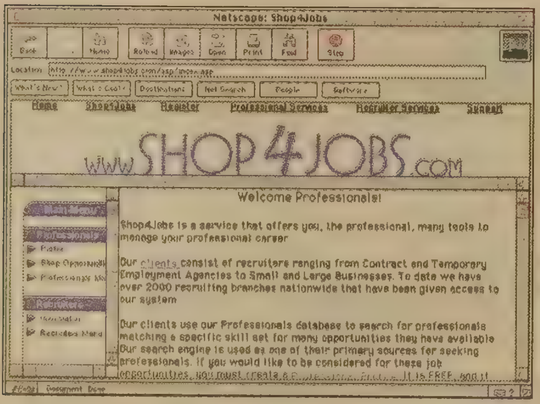

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InfoPoint, Inc. *http://www.infopoint.com* Web Presence Provider. [Exp. #178.]

Internet Hackers Cave *http://members.tripod.com/~me_myself_i/index.html* Hackers tools, music stuff, free email, free Web sites. [Exp. #178.]

Marketing Help For The New Internet Entrepreneur *http://www.apexinform.com* We have business services, opportunities, and free articles. [Exp. #178.]

MLM.COM *http://www.mlm.com* Network marketing (MLM), news, and information. [Exp. #178.]

National Direct Internet Yellow Pages *http://www.ndiyp.com* Search for local and national businesses. Easy to use and in familiar style. Get a free business listing. [Exp. #179.]

Nu Age Media *http://www.NuAgeMedia.Com* We do Web site development. [Exp. #180.]

Nucleus Information Systems *http://www.nis-inc.com* Internet commerce software and services. [Exp. #178.]

Octadrive Productions *http://www.octadrive.com* [Exp. #180.]

Omega Digital Media's Home Page *http://www.omegadm.co.uk* An Internet/intranet multimedia consulting company. [Exp. #178.]

Outta Site Web Design *http://www.drjack.com/outta_site* Creative Web page design and consultation. Large graphics and animation library. Great prices. [Exp. #179.]

TagGen *http://www.hisoftware.com/taggen.htm* TagGen makers your Web site presentable to search engine Web crawlers by generating appropriate meta tags. [Exp. #180.]

Tuitionsoft *http://www.tuitionsoft.com* We are multimedia and Web site developers. [Exp. #178.]

Virtual Spaces Web Hosting *http://www.virtual-spaces.com* A low cost Web hosting company offering many pre-configured scripts free. [Exp. #178.]

Web Edge *http://www.webedge1.com* Web page builders and hosting. [Exp. #179.]

Web Precision *http://www.webprecision.com* Get a free Internet marketing consultation and discover how to make the Internet work for you. [Exp. #180.]

Web4All *http://www.web4all.it* [Exp. #178.]

WM Central *http://www.wmcentral.com* Download the latest Web news, articles on Webmaster-related topics, tools, books, dhtml resources, and a free monthly newsletter. [Exp. #178.]

WOLNET *http://wolnet.com* Complete Internet Service Providers. [Exp. #178.]

XLM.com *http://www.xlm.com* A new Web site that serves as a key resource and nerve center for XML developers and users. [Exp. #180.]

ZapMap *http://www.zapmap.com/index.html* Interactive, vector-based geographic hot-spot directory of Web sites in Silicon Valley, written in Java. [Exp. #180.]

Financial/Real Estate Services

American Caribbean Real Estate *http://www.americancaribbean.com* Residential and commercial real estate in the Florida Keys. [Exp. #178.]

Bancared *http://bancared.net* Banking services. [Exp. #179.]

Castle Resale *http://www.castle-re-sal.com* Specializing in resale homes in Orange County since 1971. Worldwide referral and relocation, income properties and exchanges. [Exp. #179.]

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Empire Marketing *http://www.empire-marketing.com* The most powerful world wide financial system ever. [Exp. #178.]

Michael Gray, CPA *http://www.innetix.com/~mgraycpa* Visit our site for income tax planning ideas, including dealing with Incentive Stock Options and the Alternative Minimum Tax, and for small business improvement strategies. [Exp. #179.]

Mortgage Reduction *http://plaza.arkansasusa.com/jdi* Save money on home mortgage payments. [Exp. #178.]

Mr. Stock, Inc. *http://www.mrstock.com* Online trading site to trade stocks, options, and mutual funds with a personal touch. [Exp. #178.]

Real Estate Buyers Agent Council *http://www.rebac.net* Official and largest directory of real estate buyers agents. [Exp. #178.]

Real Estate Mega Mall *http://www.homeweb.com* Most comprehensive source for objective real estate info. [Exp. #178.]

Richland Corp. *http://www.richlandinfo.com* New homes in the Contra Costa County area. [Exp. #178.]

Stern Financial Services *http://mpb.com/sfs/* Retirement planning for educators. SFS offers personalized services and products to meet your individual financial needs. [Exp. #180.]

The Index Investor *http://www.indexinvestor.com* Asset allocation newsletter for index fund investors. [Exp. #179.]

WebDI *http://www.webdi.com* Web-based Electronic Data Interchange service. [Exp. #178.]

Yongsan Realty *http://www.yongsan-realty.com* A unique real estate agency in Seoul designed with the expatriate in mind! [Exp. #178.]

Employment/ Education

Ascolta Training Co. *http://www.ascoltatraining.com* Authorized training for Cisco, Microsoft, and Netscape. Validated Internet/intranet fundamental course. Convenient Bay Area and So. Cal. locations. [Exp. #179.]

Benjamin Franklin Institute Of Global Education *http://www.bfranklin.edu* Dedicated to lifelong learning opportunities, weather through traditional school divisions (K-12, college, and university), or through on-the-job training. [Exp. #179.]

Berklee College Of Music *http://www.berklee.edu* [Exp. #180.]

California Contractors Exam Preparation School *http://www.contractorschool.com* [Exp. #179.]

ConsultLink *http://www.consultlink.com* Over 19,000 computer consultant contractors are represented in the ConsultLink Web site. [Exp. #180.]

Encyclopedia Britannica's Guide To Black History *http://blackhistory.eb.com* [Exp. #179.]

Global Language Institute *http://www.gli.org* Teaching English from students to business executives. [Exp. #178.]

Graduate Ranking *http://www.usnews.com/usnews/edu/beyond/bcrank.htm* *US News & World Reports* graduate school ranking site. [Exp. #179.]

HTML Spoken Here *http://www.geocities.com/~jimhanson* Free tutorial teaches you how to create your own Web page. [Exp. #180.]

Internettskole II *http://stavanger-aftenblad.no/leif/skole.cgi* Elementary html-school (in Norwegian). [Exp. #178.]

Martin Luther King Jr. Papers At Stanford *http://www.leland.stanford.edu/group/King* [Exp. #179.]

MBA Central *http://www.mbacentral.com* Leading MBA recruiting service. [Exp. #178.]

Oak Tree Systems, Inc. *http://www.oaktree-systems.com* Software solutions for training centers. [Exp. #180.]

PC Pros Information Staffing *http://www.pcprosla.com* The computer employment experts. Technical graphics, digital new media, and administrative positions available. [Exp. #179.]

People Link's New World Village *http://www.people-link.com* People-Link, in partnership with Michael Albert, announces a new, progressive, online school, the Learning OnLine University. [Exp. #179.]

Shop4Jobs *http://www.shop4jobs.com* National job listings database. [Exp. #178.]

Spanish Abroad, Inc. Home Page *http://www.spanishabroad.com/* Spanish Abroad offers Spanish immersion programs at various language schools throughout Latin America and Spain. [Exp. #178.]

Spanish for Health Professionals *http://www.significant-learning.com* CD-ROM and workbook set create a language laboratory for doctors, dentists, nurses, psychologists, social workers, and related professionals. [Exp. #178.]

SW Consulting, Inc. Home Page *http://www.sw-consulting.com* Providing computer consulting and permanent placement service. [Exp. #178.]

TEMP 24-7 *http://www.temp24-7.com* Dedicated to the weird world of temporary employment. [Exp. #179.]

Useful Links *http://www.yorku.ca/sts/links.html* A collection of pointers of interest to students and researchers in the field of science and technology studies. [Exp. #179.]

Washler Resources *http://204.235.86.30* IT/IS candidate search. [Exp. #178.]

Organizations

A World For Children *http://www.awfc.org* A non-profit, child-placing agency and emergency shelter. [Exp. #178.]

Afro-Americ@'s Black History Museum *http://www.afroam.org/history.html* [Exp. #179.]

Amnesty International *http://www.amnesty.org* Campaigns for fair trials, prisoners of conscience, and against torture, degrading, or inhumane treatment. [Exp. #180.]

Canadian Network For The Advancement of Research, Industry, And Education *http://www.canarie.ca* A not-for-profit consortium that promotes the advancement of the Information Superhighway in Canada. [Exp. #178.]

Cult Awareness Resources, CARES *http://cares-cares.org* Provides information to the campus community about cult activity, including International Churches of Christ information. [Exp. #180.]

Doctors Of The World *http://www.doctorsoftheworld.org* Dedicated to improving the health and relieving the suffering of vulnerable people throughout the world. [Exp. #180.]

Global Fund For Women *http://www.globalfundforwomen.org* A grant-making foundation that provides flexible, timely assistance to grassroots women's groups around the world. [Exp. #180.]

Jewish Scientist Network *http://www.jsn.org/jsnhome.html* An information server based on reader submission of articles, news, links, references, etc., all pertaining to Jewish issues relating to the sciences or scientific issues. [Exp. #180.]

Linux Users Los Angeles (LULA) *http://www.CosmosEng.com/LULA.HTM* LULA usually meets the 3rd Thurs. of the month at Cyberjava in Venice. Everyone interested in Linux is invited. [Exp. #178.]

Los Angeles Computer Society *http://www.lacspc.org* Meets 3rd Tues. each month, Culver City High School, Frost Auditorium. [Exp. #178.]

Los Angeles Macintosh Group *http://www.lamg.org* Non-profit user group offers training programs, meetings, monthly magazine, employment, networking, and tech support. [Exp. #179.]

Master Of Light Institute *http://www.geocities.com/Hollywood/Studios/8378* Enlightenment through filmmaking as preached by Revdonaldo. [Exp. #179.]

NAACP *http://www.naacp.org* [Exp. #179.]

National Center For Employee Ownership *http://www.nceo.org/* Articles, columns, discussions, and interactive training on employee stock ownership plans, stock options, etc. [Exp. #179.]

NetAction *http://www.netaction.org/training* NetAction's Virtual Activist, a comprehensive training course on cyber-activism, is now on the Web. [Exp. #180.]

New 1998 NACA Web Site *http://www.naca.org/index.html* [Exp. #180.]

Nizkor *http://www.nizkor.org* Transcripts from the Nuremberg trials of convicted Nazi war criminals are now posted to the Web by Nizkor. [Exp. #180.]

NOCCC (North Orange County Computer Club) *http://www.noccc.org* Web page of computer user group. Meetings: 1st Sunday of the month, 9:00 am, Chapman University, 333 N. Glassell Ave., Orange. [Exp. #180.]

PC Clubhouse *http://www.pcc.org* For people interested in learning more about IBM-compatibles. [Exp. #178.]

Rainforest Foundation *http://www.charityprofile.co.uk/rainforestfoundation.html* Est. in 1989 by Sting and his wife, Trudie Styler, to help save the Brazilian rainforest. [Exp. #180.]

Santa Clarita Valley's PC Group *http://www.smartlink.net/~scvpcg* The Santa Clarita Valley's PC Group is dedicated to PC literacy. Come join us. [Exp. #180.]

Sea Turtle Restoration Project *http://www.earthisland.org/strp/strpindx.html* Works to protect sea turtles in ways that meet the ecological needs of the sea turtles and the local communities who share the beaches and waters with these endangered species. [Exp. #178.]

SFAUG: San Francisco AutoCAD Users Group *http://www.sfaug.org* Meets 1st Monday each month, 6-8:30, usually at the SFSU Downtown Center at 425 Market St. [Exp. #180.]

Technical & User Groups Network *http://www.tugnet.org* 24-hour bulletin board, meeting calendar, membership info., articles, reviews. [Exp. #179.]

TelEd'98 *http://teled98.openschool.bc.ca* ISTE's Seventh International Conference on Telecommunications And Multimedia In Education. [Exp. #178.]

W.E.B. DuBois Institute *http://web-dubois.fas.harvard.edu* [Exp. #179.]

Warchild *http://www.warchild.org* Works to alleviate the suffering of children by bringing material aid into war zones. [Exp. #180.]

WillowNet *http://www.willowcreek.org* Online resource system of the Willow Creek Association. [Exp. #178.]

World Education Access *http://www.wea.net/* Non-profit organization offering scholarship opportunities for students in the US and around the world. [Exp. #179.]

Publications

AVIVA: Women's World-Wide Web *http://www.aviva.org* The free women's international monthly Webzine. [Exp. #178.]

Bad Subjects *http://eserver.org/bs/default.html* Semi-academic zine. [Exp. #180.]

Bayani Magazine *http://primaveradesign.com/bayani.html* An online magazine of Filipino arts and culture. [Exp. #180.]

Blithe House Quarterly *http://www.blithe.com/* BHQ features a diversity of new short stories by emerging and established gay, lesbian, and bisexual authors. [Exp. #180.]

Classified Ad Collectible Photo Guide *http://www.nwgraphics.com/collectables* [Exp. #179.]

The Daily Star Online *http://dailystar.com.lb* Lebanese newspaper in English. [Exp. #179.]

Earth Times *http://www.earthtimes.org* A beautiful new look enhances many new features that make *The Earth Times* indispensable to anyone concerned with the environment and sustainable development. [Exp. #178.]

Edward's GROWING Magic Magazine *http://members.tripod.com/~EDWARD_YAH/index.html* This site contains news, convention dates, tricks, and more. [Exp. #178.]

Envoy Magazine *http://www.envoymagazine.com* A Catholic magazine of apologetics and evangelization. [Exp. #178.]

Global Internet Directories *http://www.globaldirectories.com* World Wide Internet Yellow Pages: free classified advertising in 900 cities, Web page with every listing. [Exp. #178.]

High On Adventure *http://www.highonadventure.com* Online travel magazine devoted to the adventurous traveler. [Exp. #178.]

International Stock Newsletter *http://members.aol.com/mysteryco/international_stock_newsletter.htm* Undiscovered international stock investments with large potential. Objective financial information on innovative global companies. [Exp. #180.]

Libby Hathorn's World *http://www.libbyhathorn.com* Prize-winning author speaks about books, films, and life. [Exp. #178.]

MediaCulture Review *http://www.mediademocracy.org/MediaCultureReview* [Exp. #179.]

Mollie Katzen: Cookbooks, Recipes For Vegetarians *http://www.molliekatzen.com* [Exp. #179.]

National Enquirer Online *http://www.nationalenquirer.com* [Exp. #178.]

Netnoir *http://www.netnoir.com* [Exp. #179.]

Opamp Technical Books *http://www.opamp.com* Table of contents search. Computer, engineering, business, trade books. Over 20,000 titles. [Exp. #179.]

Paris Le Guide *http://www.parisparis.com* Online city magazine. [Exp. #178.]

Saving Money Using The Internet *http://www.nwgraphics.com/internet* This is a booklet to show you how to save money on the Net. [Exp. #179.]

Watch Me *http://www.watchme.net* International online watch trade magazine. [Exp. #178.]

Government/Politics

African-American Astronauts Recognized *http://observe.ivv.nasa.gov/nasa/ootw/1998/ootw_980211/ob980211.html* NASA's Observatorium honors the astronauts during Black History Month. [Exp. #179.]

Berkeley Citizens Action *http://www.jps.net/bca* The municipal electoral coalition that has organized Berkeley progressive politics for the last two decades. [Exp. #180.]

Bureau Economique en France *http://www.cotedivoire.co* Site officiel du Bureau Economique: Paris and Washington. [Exp. #179.]

California Trade And Commerce Agency, Division Of Tourism *http://gocalif.ca.gov* [Exp. #180.]

City of Citrus Heights, CA *http://www.ci.citrus-heights.ca.us* [Exp. #179.]

City of Pasadena Planning and Permitting Dept. *http://www.ci.pasadena.ca.us/planning&permitting/index.html* Building/zoning code enforcement, design/preservation, general plan, commission meetings, neighborhood events, arts. [Exp. #178.]

Corporate Watch *http://www.corpwatch.org* As all the Fortune 500 companies jump onto the World Wide Web bandwagon, who's keeping an eye on them? Corporate Watch is! [Exp. #180.]

Greenwash Award To Mitsubishi *http://www.corpwatch.org/greenwash/mitsubishi.html* Our quarterly Greenwash Award goes to the Mitsubishi Group of Companies for its ceaseless efforts to portray its various businesses—some of the most destructive on earth—as environmentally friendly. [Exp. #180.]

Library Of Congress *http://www.loc.gov* [Exp. #180.]

Library Of Congress Information Bulletin *http://www.loc.gov/loc/lcib* [Exp. #179.]

Mumia Abu-Jamal Web Site *http://www.mumia.org* Learn more about Mumia Abu-Jamal, read the latest updates on his case. [Exp. #179.]

NASA's Observatorium Searches For The Lost City Of Ubar *http://observe.ivv.nasa.gov/nasa/education/exhibits/ubar/ubar_0.html* See how the vanished Arabian trading center was found. [Exp. #178.]

Nuclear Age Peace Foundation *http://www.wagingpeace.org/* Home of Abolition 2000. [Exp. #180.]

Political Ecology Group *http://www.igc.org/peg* PEG is a multiracial, volunteer-based organization working for environmental justice in the SF Bay Area. [Exp. #179.]

San Diego County Democratic Party *http://www.netgaincc.com/sddemocrats/* [Exp. #179.]

Secret FBI Files Web Site *http://www.crunch.com/01secret/01secret.htm* Thousands of secret FBI files, never before suspected. [Exp. #178.]

US Consumer Information *http://www.pueblo.gsa.gov* Find the latest information from more than forty US government agencies. [Exp. #179.]

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PCI SVGA CARD 9750 W/MPEG 4MB . $45

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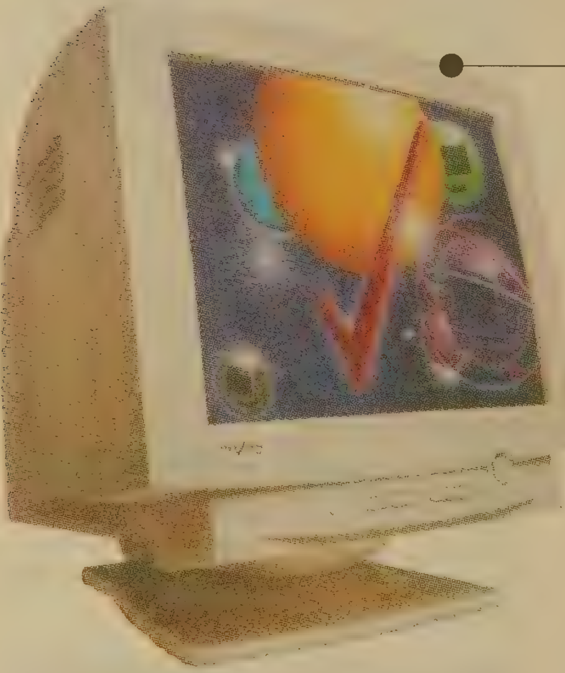


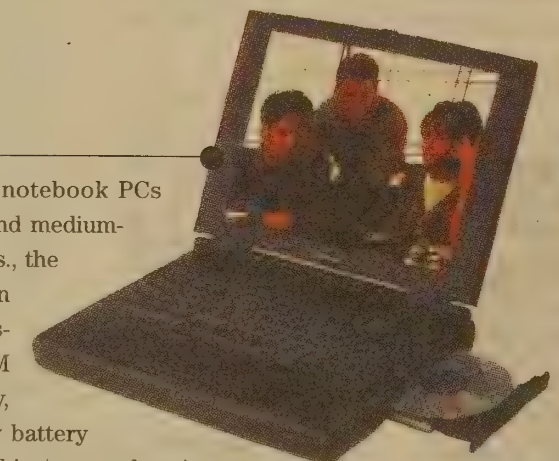
CyberVision C70

Designed with business and SOHO users in mind, the C70 17" monitor (16" viewable) is perfect for spreadsheets, light graphics, and Internet use. It features a 0.27mm dot pitch and a maximum resolution of 1280 x 1024 pixels at a refresh rate of 66Hz, as well as user-friendly on-screen digital controls. It is low radiation MPR II and Energy Star compliant, includes and is backed by a 3-year limited warranty. The C70 is Plug-and-Play ready and supports Windows 95 and VESA's communication standard for the Display Data Channel (DDC1). CyberVision also offers a Macintosh adapter. (Estimated Street Price, $349) CyberVision Corp., 438 Cheryl Ln., Walnut, CA 91789. (909)869-7790, 1-888-57-CYBER. *www.cybervisiondisplays.com/* .

AcerView 99c

From the general office to the home office to the design studio, the AcerView 99c 19" monitor fits any computer demand. It features Invar shadow mask technology to deliver distortion free image as well as a high-contrast screen surface for a sharp, clear display with vibrant colors. Users can adjust all the monitor's image parameters by using interactive on-screen menus, which are controlled by push buttons on the front panel. Acer offers lower power consumption by using simplified integrated circuits to replace older more complex ones and has redesigned the mini-neck CRT. The main advantage of this mini-neck redesign is that it can use a smaller, more sensitive yoke for electromagnetic deflection that will help reduce the power requirements. Acer America Corp., 2641 Orchard Pkwy., San Jose, CA 95134. 1-800-SEE-ACER. *www.acer.com/aac/* .

Laptops

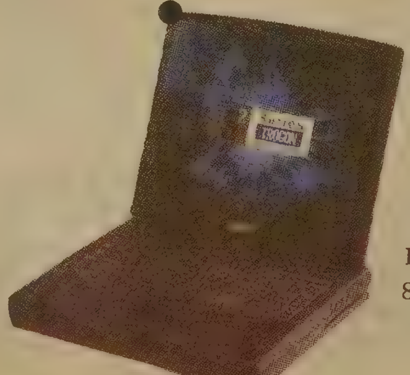


VisionBook Plus 5000 Series

Hitachi introduced a new value-line of notebook PCs designed to address the needs of small and medium-sized business customers. Weighing 6.9 lbs., the VisionBook Plus 5000 Series features an Intel Pentium 166MHz or 233MHz processor with MMX technology, 16MB EDO RAM (upgradable to 128MB), a 12.1 HPA display, and a 56Kbps modem. Its dual chemistry battery system uses a standard NiMH battery to achieve more than 4 hours of battery life or an optional Lithium-ion battery to achieve 4.5 hours. Full multimedia capabilities are offered with a 64-bit graphics acceleration, 2MB of VRAM, Zoom Video support, and Sound Blaster Pro stereo speakers. Additionally, the notebook features a modular bay that is swappable with a 20x CD-ROM, 1.44MB floppy drive, or optional Zip drive and LS-120 module. (Estimated street prices: $1699 for the 166MHz model; $2299 for the 233MHz model. A mini-dock is available for $299) Hitachi PC Corp., 1565 Barber Ln., Milpitas, CA 95035. 1-888-800-4388. *www.hitachipc.com* .

Superus S-24

The new Superus S-24 notebook computer from Trogon offers an all-in-one design, using the latest modular bay technology. Weighing 7.5 lbs., it features Intel's Tillamook Pentium 266MHz processor with MMX technology, 16MB EDO RAM (expandable to 128MB), 14.1" XGA active matrix color display with 4MB VRAM, and a Lithium-ion battery. Dual Smart Bays provide system expansion and customization (e.g. dual hard disks, DVD-ROM, magneto-optical, Zip, etc.). Audio capabilities are offered with the Yamaha 715 Sound chipset, 3Dstereo surround sound, line-in, speaker-out, and dual on-board speakers. Other features include Dual USB (Universal Serial Bus), FIR (Fast InfraRed), and TV Out/Capture for presentations and video capture with any standard television. Additionally, the notebook comes with carrying bag, AC/DC adapter, and is pre-loaded with Windows 95. ($3999) Trogon Notebook Computer Corp. (16624 Edwards Rd., Cerritos, CA 90703. (562)802-8702. *www.trogoncomputer.com* .



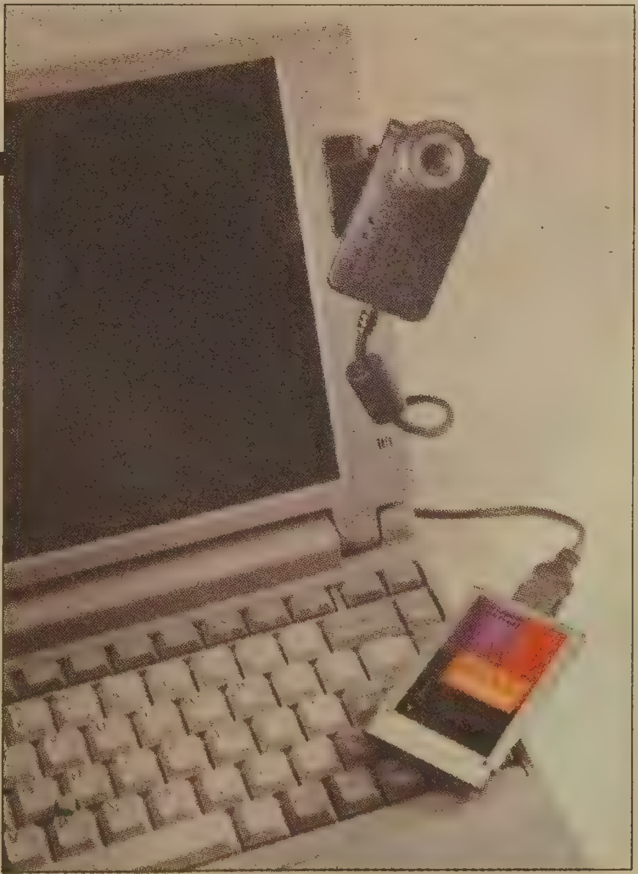
ChemBook 3300

The new ChemBook 3300 Series notebook features 12.1" TFT screen, 32MB on board EDO RAM (expandable up to 96MB), 256KB L2 cache, 2MB Video RAM, and an Intel Pentium processor up to 233MHz with MMX technology. It includes a built-in 2GB hard drive, (upgradable to 4GB or 5GB), a 1.44MB floppy drive, and a 20x CD-ROM. Other highlights include: USB port, full-duplex surround sound, built-in microphone and speakers, and a Fast Infrared port. The 3300 comes standard with a NiMH battery. A Lithium-ion battery is optional. ChemBook computers are backed by a one-year warranty with three years labor and free technical support. (Starting Price: $1499) Chem USA Corp., 8445 Central Ave., Newark, CA 94560. (510)608-8818. *www.chemusa.com* .

Rocky II

The Rocky II is a full featured, ruggedized notebook computer. With touch screen/pen-based technology, packed into a chock resilient, fully water resistant notebook, Rocky features a Pentium 166MHz processor with MMX technology, up to 128MB of RAM, a sunlight readable 12.1" TFT display, 64-bit video system with 4MB of VRAM, 2 PC Card slots, removable 3.5" 1.44MB or 120MB drive, removable 2.2GB hard drive, NiMH primary battery, and IrDA-compliant Infrared transceiver. Available options include an internal wireless radio frequency modem, a docking station with two PCI expansion slots, a Lithium-ion battery pack, and a car adapter. ($4995) AMERL Systems, Inc., 11801 Goldring Rd., Arcadia, CA 91006. (818)303-6688.

Portable Video Conferencing Kit



This new all-in-one PC Card video conferencing kit for notebooks provides real-time, two-way video conferencing through the Internet, a standard telephone line, ISDN, local area networks, and cellular phone services. It is designed for notebooks with Type II, Zoom Video PC Card sockets. The kit includes a high resolution color digital camera, a video capture PC Card, and Windows video conferencing software. The video capture card provides capture and playback motion video at 30 frames per second. The camera can be mounted anywhere on the notebook through a spring-loaded clip. It has variable focus from 1mm to infinity, and can be used as a digital camera to capture still images. It requires a notebook PC with a Pentium processor (90MHz or faster), Windows 95 (or higher), microphone/audio source with speakers, sound card, and 10MB hard drive space. ($249) Billionton Corp., 20543 E. Walnut Dr., Walnut, CA 91789. (909)468-5500. *www.billionton.com* .

Updates

Bare Bones Software, Inc. announced **BBEdit 4.5.2**, featuring support for reading and writing text files containing Unicode characters, improvements to the "Find Differences" functionality, and the ability to print syntax-colored documents in color. ($119, upgrades $39) Bare Bones Software, Inc. 800-MACDEV-1. *http://web.barebones.com/* .

Berkley Integrated Audio Software, Inc. introduced **Peak 2.0**, digital audio editing software for Power Macs. A number of high-end features are added and many more useful tools and a brand new user interface. It sets a new standard for dedicated stereo waveform editing. ($499; upgrades are $129) BIAS, (415)331-2446. *www.bias-inc.com* .

BulletProof Corp. released **JDesignerPro 2.5**. This new system is designed be the easiest and fastest way for IT professionals to develop and deploy Java data-driven Web and intranet applications. ($695, or a free trial of JDesignerPro 2.5 is available for download at *www.bulletproof.com/)* Bulletproof Corp. 408-374-2323.

Jasc Software Inc. announced **SkyMap Pro 4**, a CD-ROM program written by astronomers for astronomers. The feature-rich software planetarium can display the sky as seen from anywhere on Earth, and for any date from the distant past to the far future. ($79) Jasc Software Inc., 1-800-622-2793. *www.jasc.com* .

Luckman Interactive, Inc. unveiled **Web Studio 2.0**, the ultimate toolbox for creating Web sites. It includes tools for developing sites that incorporate HTML, Java, database, VRML, and report-generation technologies. ($149.95) Luckman Interactive, Inc. 1-800-711-2676. *www.luckman.com* .

Oakland Group Inc. announced **@Retail 2.0**, the "shopping cart" software server for merchants who want to turn their Web sites into Web stores. (Upgrades are free and free trials are available at their Web site) Oakland Group Inc. 1-800-448-2772. *www.atretail.com* .

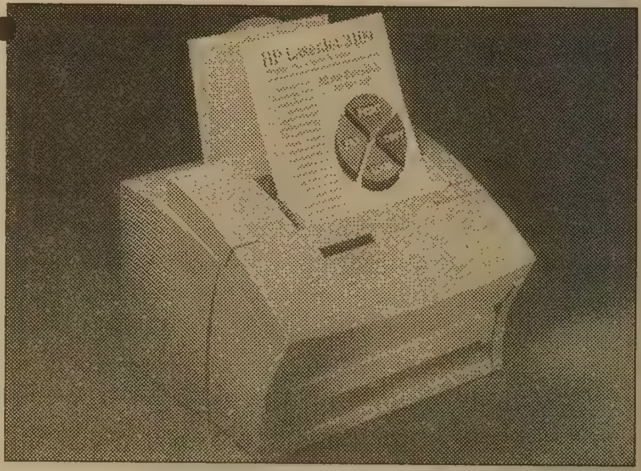
The Software Labs released **ScreenPrint Gold 2.5**, which allows Windows users to print anything that they see on their computer screens with one single keystroke with three new added features—SuperScroll, ImageSweep and Graphic-Enhancement Extras. ($34.95) The Software Labs, (206)869-6802. *www.softwarelabs.com* .

STB Systems, Inc. released a new 3D accelerator **The Black Magic 3D with Voodoo2**. This latest offering boasts three times the performance of first-generation Voodoo based cards and will provide maximum value to the PC gaming enthusiast. (8MB–$199, 12MB–$299) STB Systems, Inc. (972)234-8750. *www.stb.com* .

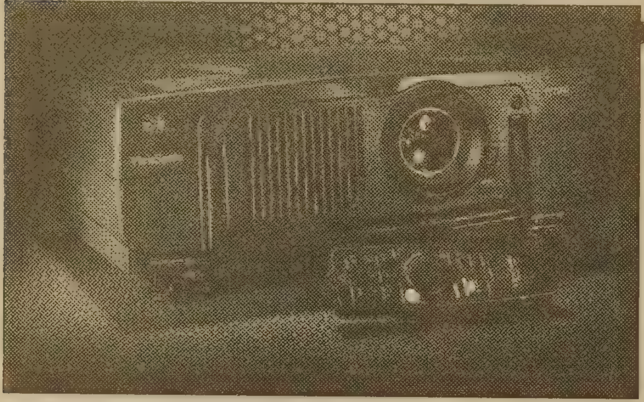
CyberVision Corp. announced a price reduction of its **ds86D** high performance monitor model to the system integration channel from $545 to $450 (SRP). CyberVision Corp., 1-888-57-Cyber, or *www.cybervisiondisplays.com* .

Peripherals

HP LaserJet 3100



The HP LaserJet 3100 monochrome printer-fax-copier-scanner delivers laser speed and output, full-featured business fax capabilities, quality convenience copying, and scanning functionality—all in one convenient desktop product. The printer features true 600 dpi at 6 ppm speed with no warm-up time. With scan-ahead faxing, faxes are quickly scanned and transmitted from memory, allowing users to print, copy, scan or send another fax without waiting. With 2MB of memory the LaserJet 3100 can store up to 150 pages. JetSuite Pro PC fax software allows faxing from the PC or from combining electronic and paper documents into one fax. As a copier, it offers 600 dpi at 6 ppm output, a 30-sheet automatic feeder, as well as photo and contrast adjustments. The scanning functions includes a scan-to-email feature for converting scanned documents into email attachments. The LaserJet 3100 supports Windows 3.1x, 95, and NT 4.0. (Estimated Street Price, $699) Hewlett-Packard Co., Direct Marketing Organization, PO Box 58059, MS511L-SJ, Santa Clara, CA 95051-8059. *www.hp.com* .



PJ1000 Office Theater

The PJ1000 turns any room into a theater. This super bright LCD projector displays sharp text, rich colors in true 1024 x 768 resolution. It projects rich, vibrant colors from as close as 21" up to 350" with its 1.3" active matrix LCD. With 600 ANSI lumens of peak brightness and a contrast ration of 200:1, viewing is easy even in well-lit rooms. The fully integrated back-lit wireless remote control with built-in mouse also comes with a laser pointer for user convenience. It also features the ability to adjust, on-screen, volume, brightness, contrast, sharpness, color, signals, and more from its menu-driven OnView control system. It provides two computer and video connections to accommodate four simultaneous input sources from video, PC or Mac systems. (Estimated Street Price, $7995) ViewSonic Corp., 381 Brea Canyon Rd., Walnut, CA 91789. 1-800-888-8583. *www.viewsonic.com* .

Notevision3

Notevision3 is Sharp's first portable XGA LCD projector. Its high 600 ANSI lumen brightness means users can display images on screen sizes up to 300" (measured diagonally), even in meeting rooms with less than ideal lighting conditions. With 1024 x 768 resolution, the Notevision3 is perfect for displaying high-detain CAD/CAM images and Web pages. Sharp's Intelligent ImageACE Resizing for SXGA, SVGA, VGA, and Macintosh lets the Notevision3 display lower or higher resolution images without compromising detail or quality. For international travelers, it automatically senses and adjusts to the local power supply. A built-in stereo amplifier with matched speakers are built into the projector. ($9495) Sharp Electronics Corp., Professional LCD Products Division, Sharp Plaza, Mahwah, NJ 07430. 1-888-523-7427. *www.sharp-usa.com/products/pro* .

PocketZip

The PocketZip incorporates Iomega's slim Zip drive mechanism with Addonics' case, software, PCMCIA interface, power adapter, Zip disk, Zip Tools, and voice recording software that records up to 10 hours of audio (voice and/or music) data on one Zip cartridge. It can be powered by the notebooks battery through the PCMCIA interface, or through the included external power adapter. The PocketZip measures 7" x 4.4" x 9" and weighs 13 oz. It supports MS-DOS, Windows 3.1, 95, and NT. ($299) Addonics, Inc., 48464 Milmont Dr., Fremont, CA 94538.

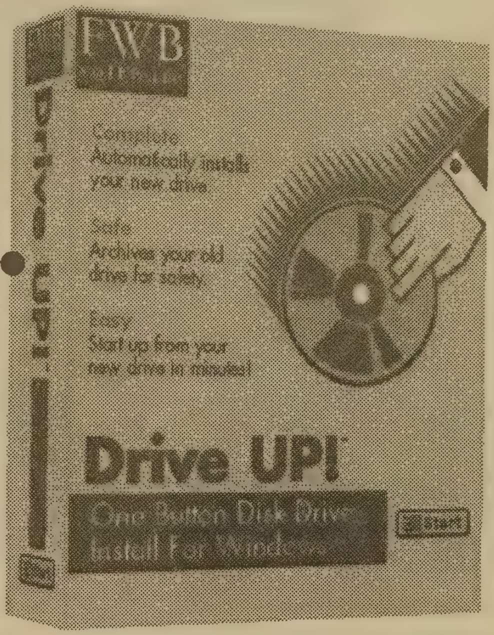
PHILIPS
SpeechMike
Sound input
Sound output
Control Windows
3 in 1

SpeechMike

SpeechMike is a handheld peripheral that integrates a microphone, trackball, and loudspeaker into a single unit that maximizes the convenience and ergonomics for speech applications on PCs. It is designed specifically for the latest Windows-based speech applications, including speech recognition, PC command and control, voice mail, Internet telephony, PC video conferencing, video editing and photo archiving. It is ergonomically designed to work easily in the user's hand and offers all the functionality of a dictation microphone. It also allows user's to navigate and control Windows 95 and NT applications. A built-in loudspeaker in the microphone provides for audible feedback. ($74.95) Philips Electronics North America, *www.speechmike.philips.com* .

PC Software

Drive UP!


FWB Software
Drive UP!
Complete
Automatically installs your new drive
Safe
Archives your old drive for safety
Easy
Start up from your new drive in minutes!
Drive UP!
One Button Disk Drive Install For Windows
Start

Drive UP! is a Windows utility that removes the dangers and hassles of installing a new hard drive on a PC. It's simple, even for novices, eliminating the need to change jumper or CMOS settings. An automated process sets up the new drive, copies the appropriate data, then archives the old disk off-line. Dialogue boxes keep you informed throughout the installation, which takes only about five minutes. Due to its one-click convenience, it should be a useful item among those users who are installing a drive on their own. It also includes tools that allow users to check disk drives for media defects, and clean drives of confidential data. It can display all partitions on all devices in a single window, and create new partitions, including FAT 32, if desired. Drive UP! can be used with any 486-based PC or above, running Windows 95, Windows 3.1 or MS-DOS 6.22. ($39.95) FWB Software, 2750 El Camino Real, Redwood City, CA 94061. (415)482-4800. *www.fwb.com* .

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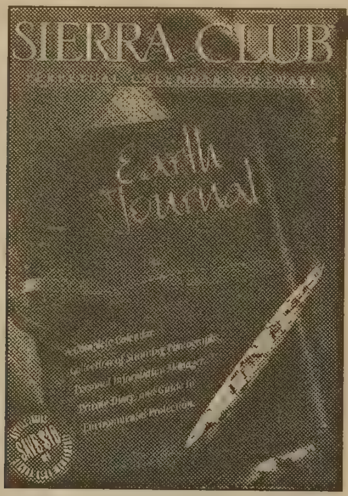
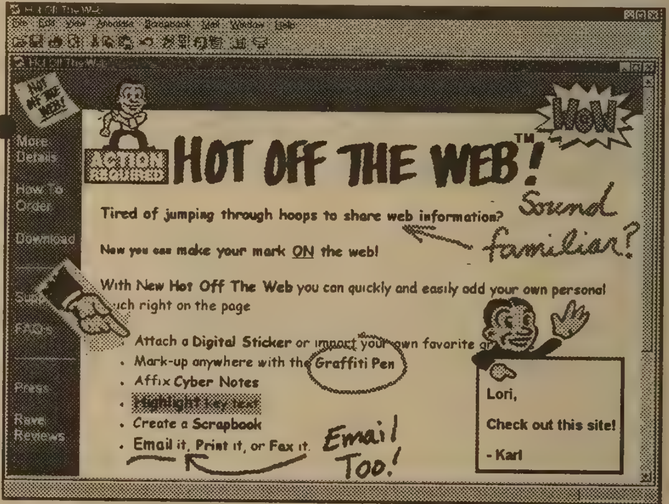


Sierra Club Earth Journal Software

GeoTrek Corp. has partnered with the California-based Sierra Club and released Earth Journal an innovative, and educational diary/calendar software. It enables people to keep a daily journal on their computers with its unique mix of integrated components: a personal diary, perpetual calendar, personal information manager, guide to environmental information, and collection of stunning photographs. It's private diary provides the perfect, safe place for people to record their thoughts. Earth Journal is also educational—providing information on important environmental issues and how to get involved. With it's calendar, people can look at dates and schedule events far into the future from a daily, weekly, or monthly calendar view. The Journal's specially designed color-coded busy gauge system lets people see at a glance where all of their events fall. This color-coded system allows people to easily keep track of multiple types of events. ($29.95) GeoTrek Corp., 13 Main St., Taunton, MA 02780. (508)828-4214. *www.gtrek.com* .

Hot Off The Web

Hot Off The Web allows users to capture an entire Web page or a single paragraph, add comments then email, fax, print, or save it—including the images and comments. Important comments can be added in a virtual note, by attaching one of more than 300 different digital stickers. The Graffiti Pen can be used to write notes on a page or draw attention to a critical part of a Web page by highlighting it. Hot Off The Web automatically attaches the annotated page as a self-extracting Zip file to the user's current email program. This program can work as a standalone product or from within Internet Explorer 4.0. It requires a 486/66 or better CPU and Windows 95 or NT. (Estimated Street Price, $49.95 and includes Internet Explorer 4.0) Insight Development Corp., 2420 Camino Ramon, Ste. 202, San Ramon, CA 94583. 1-800-825-4115.



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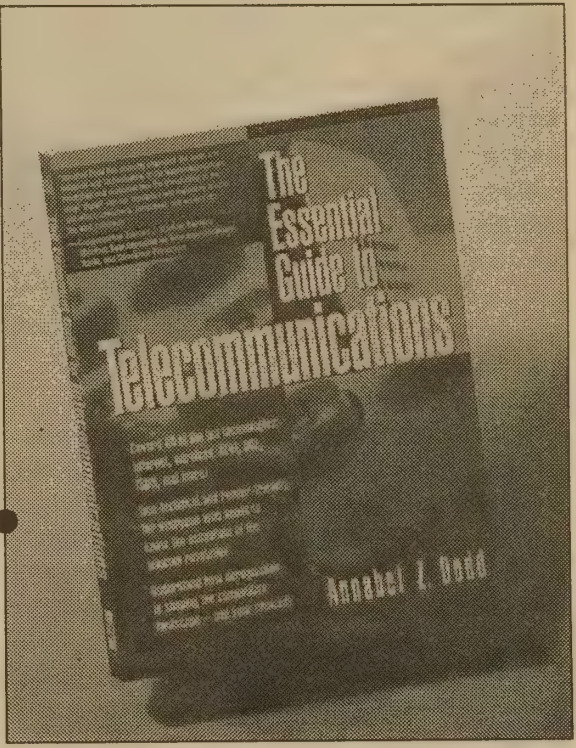
Books

The Essential Guide To Telecommunications

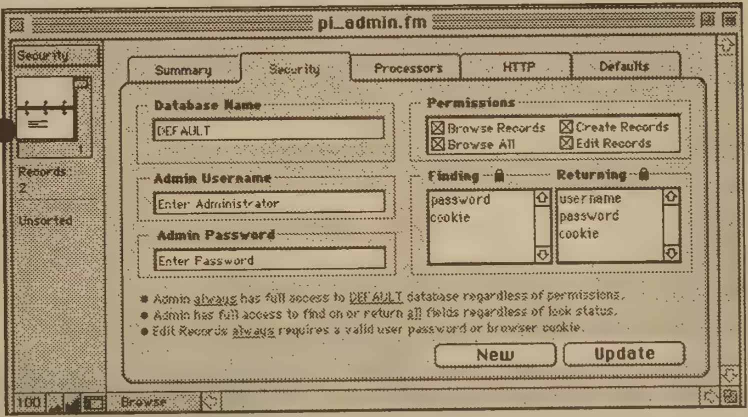


The Essential Guide to Telecommunications is a non-technical guide to the new telecommunications. It is written for business people who do not have a technical background, but who may have to evaluate and use these technologies. The book covers the technologies and services offered today and those that will be offered in the near future. It breaks down technologies that are typically expressed in acronyms such as ATM, SONET, DSL, and ISDN into understandable concepts, and explains how they relate to business operations. It also covers PBX's, key systems, computer/telephony integration, voice mail, and Centrex. ($29.95) Prentice Hall, 1-800-811-0912. *www.phptr.com* .

Database Software

WEB FM 4.0

WEB FM 4.0 is a plug-in to Mac OS Web servers that enables FileMaker Pro developers to create interactive online database applications for the Web or corporate intranet. It's compatible with FileMaker Pro 3.0/4.0 on both Mac and PCs. WEB FM 4.0 introduces several new features: It's accelerated database can handle the higher traffic Web sites, processing tens of thousands of database transactions per day; it has easy-to-use template files; a new plug-in architecture for database-level add-on Filter and Server-Side; record-level security, with a revised FindUser command that now supports most Find command features, but with user authentication requirements; GOT COOKIES?, a new Web server tool for cookie management; and FM@iler, for email archival via Emailer 2.0. (Retail price of $395; upgrade orders placed by April 30th, 1998, are $195 with free shipping) Web Broadcasting Corp., 555 Bryant St. #386, Palo Alto, CA 94301. (650)329-9676. *http://webfm.com/* .



Database Name: DEFAULT

Admin Username: Enter Administrator

Admin Password: Enter Password

☒ Browse Records ☒ Create Records
☒ Browse All ☒ Edit Records

Finding: password, cookie

Returning: username, password, cookie

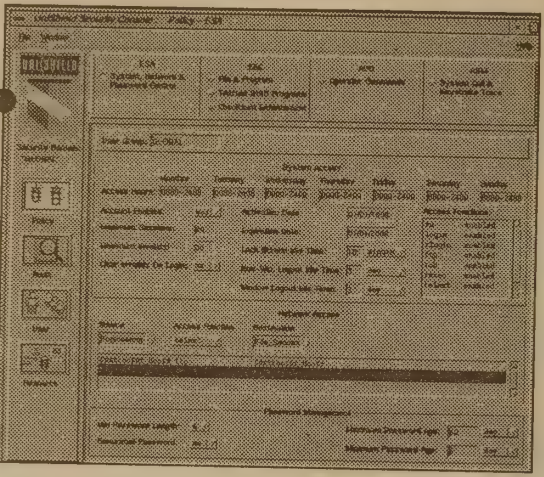
- Admin always has full access to DEFAULT database regardless of permissions.
- Admin has full access to find on or return all fields regardless of look status.
- Edit Records always requires a valid user password or browser cookie.

FileMaker Pro 4.0 Developer Edition

This database development tool kit will provide a wide array of 32-bit based applications and tools for compiling, debugging, developing, deploying, and managing FileMaker Pro database solutions. It features an API (Application Program Interface) that will allow developers to produce useful new external functions such as credit card verification, complex scientific and financial calculations, and graphical representations of data. It will also enable access to FileMaker Pro databases over Java-compliant operating systems with the addition of Java classes (shipping within the new edition). Other features include an enhanced version of the runtime binding engine allowing for fast, low-cost deployment of runtime solutions. Also it has a complete Developer Tools Collection with Home Page Pro 3.0; Code Warrior Lite; thousands of buttons and backgrounds; and more than 50 complementary third-party tools from leading FileMaker Pro developers. It is both PC and Mac compatible. (Available in early summer at $499) FileMaker, Inc., 5201 Patrick Henry Dr., Santa Clara, CA 95054. 1-800-633-2239.

UNIX Software

UniShield 3.0

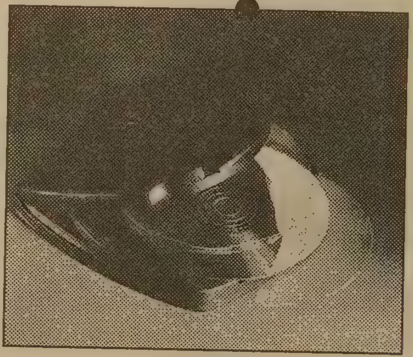


This security software provides the protection needed to prevent security incidents, detect violations, and enforce policies on corporate intranets. UniShield centralizes security administration for UNIX multi-platform systems with centralized security administration, password management, granular resource access control, privilege delegation, real-time monitoring and alert, and filterable audit reporting. It has four modules that protect various types of computing resources: the Enterprise Security Administrator (ESA) module, recommended for implementing a base-line level of security, controlling access to networks and hosts; the File Access Control (FAC) that protects files and programs on servers and the hosts connected to those servers; the Administrative Privilege Delegation (APD) module that enables the delegation of administrative privileges without giving away full root power or disclosing the root password; and the Advanced Security Monitor (ASM) module that uses keystroke monitoring and system call trace to transparently audit users, processes, programs, and file access on designated hosts. (Starts at $1499 per server, $199 per workstation) Network Information Technology, 12930 Saratoga Ave., Ste. B2, Saratoga, CA 95032. (408)996-1688. *www.nit.com/.*

Accessories

CD Armor

Keeping those expensive reference and game CDs free from damage is difficult, but the CD Armor is a protection system that shields both sides of a CD-ROM from damage while it's being handled, played, or just lying around. Made of an optically clear, non-refractive polymer shield, it attaches to both sides of the disc with an interlocking clasp system, encapsulating it and forming a protective shield, rigid enough to withstand any demanding handling conditions, yet thin enough to play in most any CD-ROM drive without any reduction to the image or sound quality. If any damage should occur, it is to the CD Armor shield, not the disc itself, and it can be removed and replaced. Also CDs can still be organized in space saving CD storage devices, and can also be replaced in their jewel case. You can also personalize the top CD Armor shield. The CD Armor Install Kit includes an installer and six shield sets. ($19.95) Digital Armor Inc., 520-5th Ave. SW, Ste. 600, Calgary, AB Canada T2P 3R7. 1-800-942-5224. *www.digitalarmor.com* .



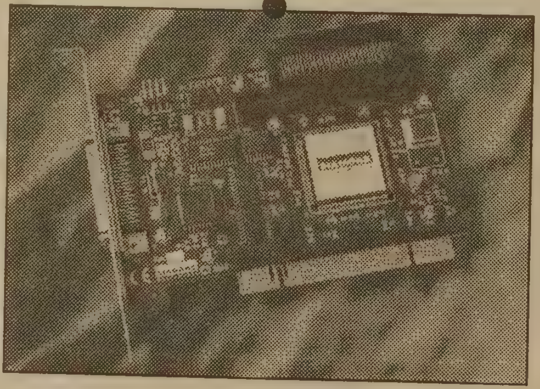
Product Reviews

Accessories Reviews

FirePort 40 PCI UltraSCSI Host Adapter

Manufactured By: Diamond Multimedia
List Price: $199.99
Review By: Woody Liswood

Before acquiring the FirePort 40, I was in "SCSI hell." I could not get my 4GB Seagate Cheetah Wide SCSI drive with a DTP SCSI controller to work with Windows 95 or Windows 98. I was able to format the drive with either FAT 16 or FAT 32 (I tried them both) and install Windows 95 or Windows 98, but could not get the SCSI drive to boot. The boot process would start smoothly, turn on the floppy drive light, and then just stop. If I tried to boot from the floppy drive, the system would seem to boot, but then Windows 95 or Windows 98 would not run.



I talked with tech support at DTP with out any luck. After some complaining, I finally got a call from one of their engineers who told me he "had heard of this problem before." He recommended that I leave about 2% of the drive out of my DOS partition and then redo everything. Unfortunately, this only worked for about two days, before breaking down again. In disgust, I gave up and went back to my 2GB IDE hard drive.

Then I acquired a Diamond FirePort 40 Wide SCSI controller card. I installed it, plugged the Seagate hard drive to the Wide SCSI connector, hooked up my Plextor SCSI II CD-ROM to the internal SCSI II connector, booted from a floppy, partitioned the hard drive to a single 4GB partition under Windows 95 and installed everything from scratch. Everything worked the first time. No problems. I tried the same with Windows 98. Again, no problem.

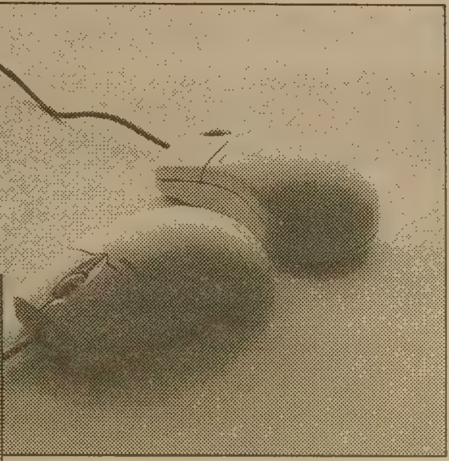
The FirePort 40 has 3 SCSI connectors. Internally there is a wide 68-pin connector, a 50-pin connector, and an external wide high-density 50-pin connector. You can use any two of these connectors simultaneously. As with all SCSI devices, make certain that the end device on each cable has the proper termination and that none of the other devices are terminated. According to the documentation, "You can connect up to seven SCSI, Fast SCSI, and/or Ultra SCSI devices on a single-ended Ultra SCSI bus only if they are evenly spaced on a 1.5 meter Ultra SCSI cable (.019m between devices). You can connect up to four devices if they are evenly spaced on a 3-meter Ultra SCSI cable (0.75m between devices). Your single-ended SCSI bus should not exceed 3 meters (total internal and external cable lengths), even with fewer than four devices."

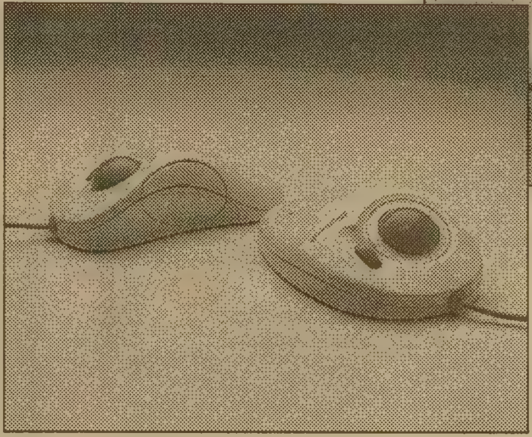
The FirePort 40 comes with a variety of MS-DOS and Windows drivers. It also comes with GEAR 4.0, WebGrabber 1.0, CD Replicator 1.0, and Diamonds SCSI Diagnostic utility for Windows 95 and NT. Combined, this software lets you capture and store information on CD-R disks.

FirePort 40 Wide SCSI controller card not only solved my problem, but it worked directly out of the box the way you would expect things to work in a plug-n-play environment. (Diamond Multimedia, 2880 Junction Ave., San Jose, CA 95134. 408/325-7130. *www.diamondmm.com/*)

IntelliMouse Mouse and TrackBall

Manufactured By: Microsoft
List Price: $84.95
Review By: Woody Liswood





If you are using the latest versions of Microsoft software, such as Windows 98, Office 97, or Internet Explorer 4.0, you should consider also using a Microsoft IntelliMouse mouse or trackball. Both the mouse and trackball feature a small wheel, which can also act as a push button, and specialized software that add greater functionality to your computer.

On the mouse, the wheel is between the right and left buttons. On the trackball, it sits to the right of the trackball, while the two regular buttons are to the left.

With IntelliMouse mouse and any of Microsoft's IntelliMouse software, you no longer have to manipulate the vertical scroll bars to move back and forth through a document. By pressing the wheel down until it clicks, an up/down arrow surrounded by a circle appears. Moving the mouse pointer over the up or down arrow causes the document to scroll in that direction. The farther the cursor is from the arrow, the faster the document scrolls. For long Web pages, I set the scrolling speed at a pace that is easy for me to read and just let things flow. I would use the IntelliMouse mouse or trackball just to have this capability.

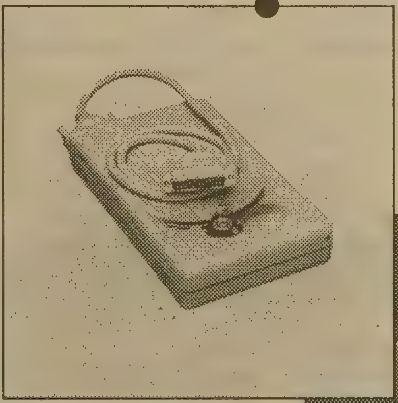
IntelliMouse software offers a variety of additional features, including settings for speed, double-click speed, and even keeping track of how many miles you have moved the cursor across the screen. A feature called Focus makes a dialogue box active when you move the mouse pointer onto the box.

The Sonar function helps you find a missing cursor. When you press the control key, a series of concentric circles appear around the mouse pointer. On the other hand, I found the Vanish feature somewhat disconcerting. When activated, Vanish causes the pointer to disappear when you start to type and to reappear when you move the wheel.

Whether you prefer working with a mouse or a trackball, IntelliMouse can make your time surfing around the computer easier and more relaxing. (Microsoft Corp., One Microsoft Way, Redmond, WA 98052. *www.microsoft.com* .)

IDE To Parallel Port Hard Drive Transformer
IDE To Parallel Port CD-ROM Transformer

Manufactured By: ValueStor
List Price: $89 each
Review By: Woody Liswood



What are you going to do with that old hard drive when you upgrade to a multi-gig drive? What about that 4x CD-ROM drive when you install a new 24x drive?

ValueStor offers an elegant answer to these questions with a pair of portable parallel port drive kits. With your hard drive, for example, you would now have an extra drive for transporting information to remote locations, doing backups, or for an emergency.

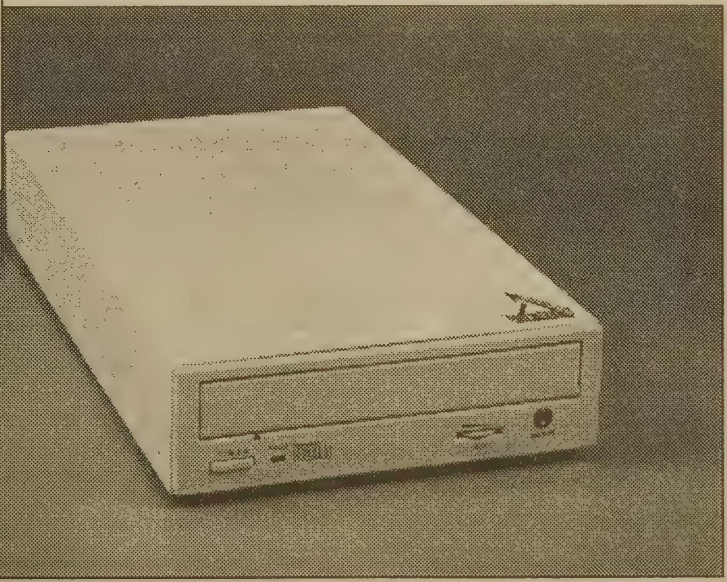
Likewise, the ValueStor portable CD-ROM kit gives you an extra CD-ROM for emergencies or a second CD-ROM drive for keeping reference CD like the unabridged *Oxford English Dictionary* available at all times.

The ValueStor kits are refreshingly simple to use. They have the necessary plugs that connect directly into your CD-ROM or hard drive. It takes no more than five minutes to place them into the case and screw the top shut. The documentation offers lots of pictures, but the process is so obvious you really won't even need to look at them.

They connect to your computer through the parallel port and come with drivers for MS-DOS, Windows 3.x, Windows 95, and Windows NT. I tested both devices with Windows 98 Beta 3 without any problems. They have a pass through parallel port plug so you can keep the CD-ROM or hard drive attached to the system and still have a place to connect your printer. But, be aware, not all printers like to share the parallel port with other devices.

One solution to this problem, is to get a parallel port data switch and keep everything separate. Yes, you give up using the CD-ROM or the hard drive at the same time you want to use your printer, but there should not be any conflicts using this setup.

The ValueStor containers for hard drives and CD-ROMs are a wonderful way to preserve equipment that still work perfectly, but have become "homeless" when you upgrade with the latest and greatest versions. (ValueStor, 1609-B Regatta Ln., San Jose, CA 95112-1116. 408/437-2300, 1-800-873-8258.) ◆



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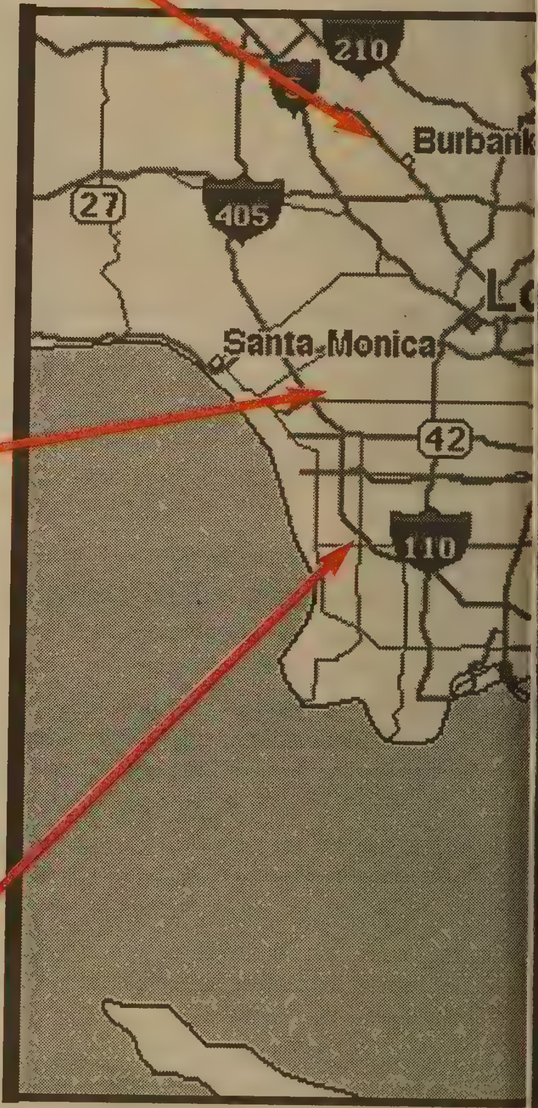

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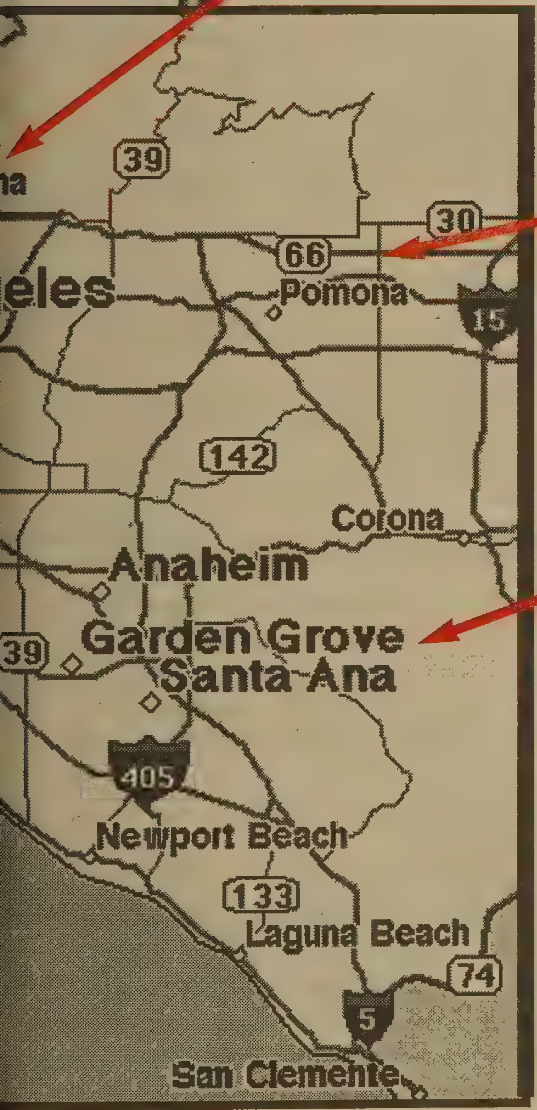

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Games And 3D

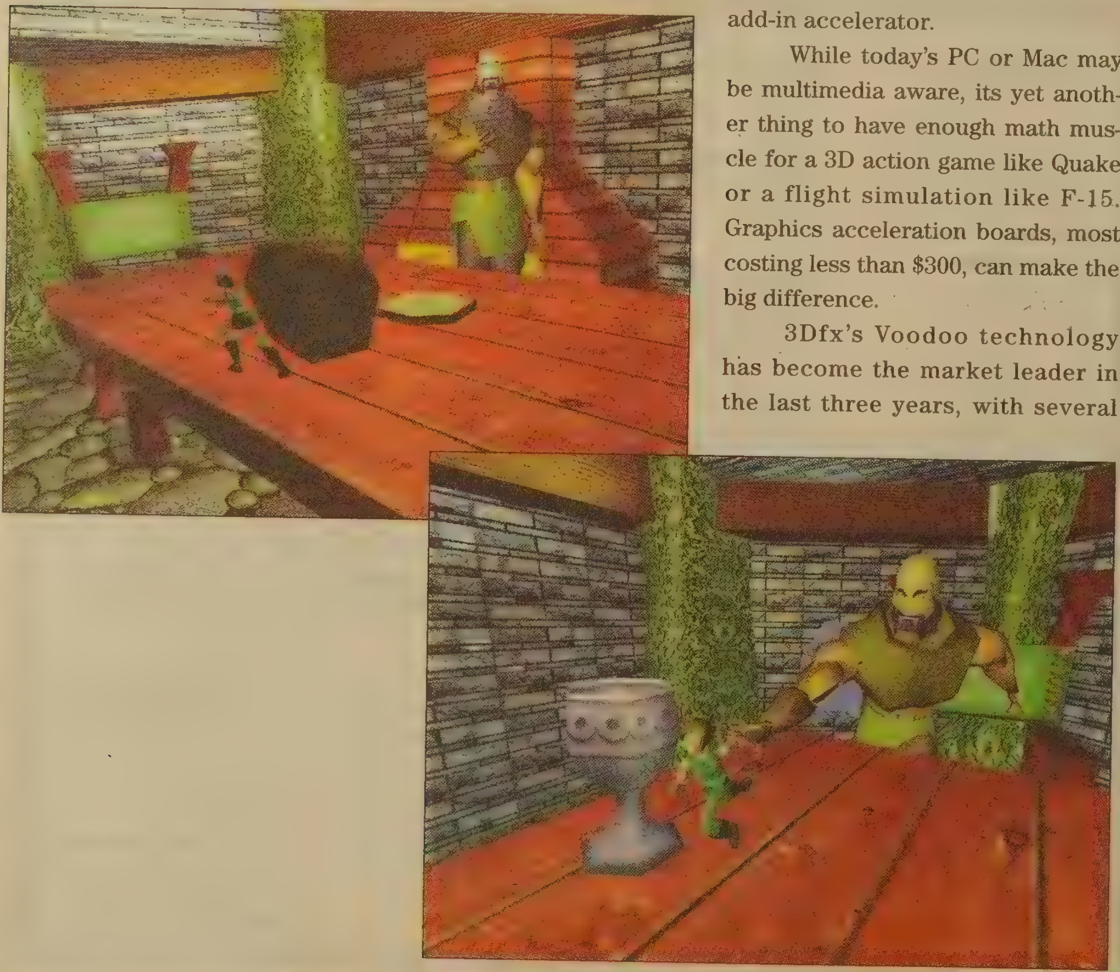
3Dfx Interactive Pushes The Envelope

By Tony Reveaux

> ***Andy Keane, VP Marketing of San Jose-based 3Dfx Interactive,** believes that eventually PCs will come roaring out of the gate fully game-ready with 3Dfx chips supercharging the motherboard directly instead of waiting for the boost of an add-in accelerator.*

As the average desktop PC continues to become more processor-powerful with each successive model, it is also performing more and more as a multimedia computer. It is now unusual for a consumer to buy a complete system that does not come standard with color monitor, CD-ROM drive, sound card and speakers. Some new PCs are coming loaded with MMX (Matrix Math eXtensions), a Pentium processor with enhanced graphics, video, and other multimedia abilities.

Andy Keane, VP Marketing of San Jose-based 3Dfx Interactive, believes that the time will come when some of those PCs will come roaring out of the gate fully game-ready with 3Dfx chips supercharging the motherboard directly instead of waiting for the boost of an add-in accelerator.



While today's PC or Mac may be multimedia aware, its yet another thing to have enough math muscle for a 3D action game like Quake or a flight simulation like F-15. Graphics acceleration boards, most costing less than $300, can make the big difference.

3Dfx's Voodoo technology has become the market leader in the last three years, with several board manufacturers using 3Dfx chips and with dozens of developers releasing over a hundred games that are hardware-aware of the Voodoo algorithms.

I asked Keane to describe how game development has evolved over this critical time frame and what we can expect to see coming up in the PC performance event horizon.

3Dfx Voodoo

Coin-op arcade games, with their more powerful processors and displays, whetted the appetite for home-based PC gamers. As movies and television increase their use of digital special effects, expectations continue to be raised.

"1995 was the transition stage from the 486 to the Pentium," says Keane. "What really drove the initial sales of the highest-speed Pentiums was game players buying really beefy machines, trying to get more frames-per-second. Games began to move from a 2D-style technology to 3D.

"The best transition was demonstrated by id Software from Doom to Quake. Doom was what we really called '2 1/2D.' It used a lot of two-dimensional drawing techniques, but the environment that you walked around in was a 3D-style environment."

The transition from the 486 to the Pentium was a key change in the PC industry. "One of the technical characteristics of 3D graphics," explains Keane, "is that it uses a lot more math than two-dimensional techniques. Doing all those calculations needed the horsepower provided by the Pentium by a factor of four or more. The 486 FPU (Floating Point Unit) was very weak.

"3D has more in common with a scientific application than with a consumer application. The processor can only do so much, so that's where we came in. It needs a chipset that can take the output of that mathematical application, add more processing, and produce a good image on the screen."

"When we first came out with Voodoo Graphics in 1996 our minimum configuration was a Pentium 60. Eighteen months later, we're still selling that card, which has a street price of between $119 and $149. We started by pushing up games that were already there, such as Descent II, VR Soccer, and Toshinden. They were using 3D graphics techniques, but they were doing it all in software. The Pentium is very inefficient at that software level. We give the game enough processing power that it can run in real-time frame rates. Our chip will translate the blockiness you see to a smooth color."

Preparing The Next Quake

Games take about 12 to 18 months to produce.

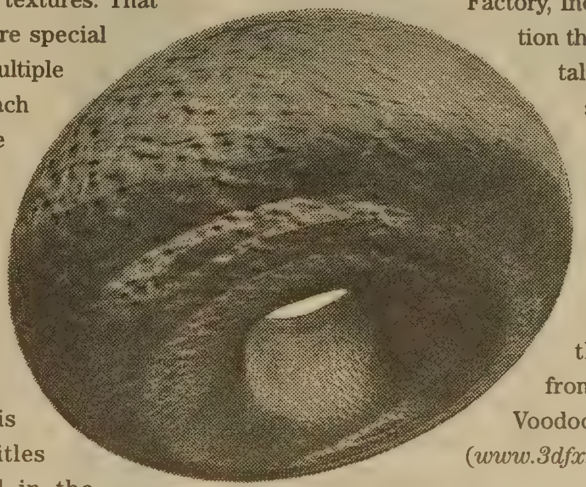
"id Software knew that accelerators were coming when they began designing Quake," says Keane. "In Quake they used the technique called lighting maps which creates lighting and special effects. Activision took those techniques and raised them to the next level for Quake II with more triangles and more textures. It is now a movie playing in front of you.

> *Andy Keane: "3D has more in common with a scientific application than with a consumer application. The processor can only do so much, so that's where we came in. It needs a chipset that can take the output of that mathematical application, add more processing, and produce a good image on the screen."*

"As new games have come along, they have become more hardware-aware in their design. Longbow II is a good example. Halfway through its development, Electronic Arts enhanced it for hardware. And flight-sim games like that are just the perfect match for accelerated 3D."

The Pentium II has given the industry another very big jump, by a factor of two to three. A good example of that performance is seen in Activision's Quake II. It runs 30 frames a second on a Pentium, and on a Pentium II it runs at 60 frames a second. It also supports 3Dfx's Voodoo2, which took some arcade technologies that hadn't been ready for the consumer market.

"The Voodoo2 is actually three chips," explains Keane. "One chip handles the frame buffer for the screen information; then there are two more chips which handle textures. That allows us to do more special effects and to put multiple textures on top of each other. There's more raw speed. The clock rate was higher; it can calculate triangles faster. Voodoo was 45 megapixels-per-second fill rate and Voodoo2 is 90." Some of the titles that are designed in the Voodoo2 generation are Quake II, DaiKatana, Jedi Knight, Microsoft Flight Simulator 98, GPolice, Hexen II, Battle Zone, Need for Speed 3, and Earth Siege III.



The Voodoo Graphics and Voodoo2 boards focus on games, but they will also provide an acceleration lift to other 3D applications such as modeling and CAD, if their programs can support hardware. For instance, there is a company that makes a software plug-in for 3DStudio Max that enables that application to render in real-time through a 3Dfx board.

"One of the things we have to look forward to within the next 18 to 24 months," says Keane, "is more resolution. Rather than 640 x 480, it will be 800 x 600 or 1024 x 768, which gives you much more detail and a more pleasing image, and a lot more triangles, which gives you more detailed characters and environments and more special effects. Alpha blending, z-buffering, MIPS-mapping, dual textures—in a normal chip, they tend to slow things down the more they are used. With Voodoo and Voodoo2, all of those features are built into the base performance."

Pushing the envelope further on ahead, 3Dfx Interactive has collaborated with The Motion Factory, Inc. to develop a 3D presentation that features "intelligent" digital actors to enliven and personalize a corporate overview. Using Newfire's Catalyst game development environment, the company has developed 3Dfx City, an immersive 3D version of its Web site that requires acceleration from its own Voodoo Graphics, Voodoo2 or Voodoo Rush products (*www.3dfx.com*).

Games And Mac: Sneaking In The Back Door

As legend has it, in Apple's early years it was decided that the company would avoid displaying any overt commitment to game development so as not to appear frivolous to the business market it was courting so earnestly. Of course it was DOS and Windows that became the bedrock for both business and games, with neither being daunted in the least by the other. Since then, Apple has produced the extensive Game Sprocket development environment.

There have always been some good Mac-based games, but the overwhelming majority of desktop computer game titles are developed for the PC side. But there are ways that the crafty Mac user can steer his joystick into that galaxy of games: software emulation, an Intel processor PC compatibility board and enhancement with a graphics acceleration board.

Connectix' Virtual PC 2.0 emulation package has the flexibility to run any PC operating system, from Windows NT to Windows 95, Windows 3.11 and DOS to IBM OS/2 and Windows 98 (mail order: $70–$150). While its main mission in life is to allow PC software from the office to run on your Macintosh, it can also let you play PC games with full graphics, stereo sound, and joystick support. Virtual PC 2.0 provides enhanced support for Microsoft's DirectX technology so you can run Windows 95 games on fast Power Macs (G3 recommended.) And, Virtual PC 2.0 can directly access a Voodoo Graphics 3D card.

The TechWorks Power3D Mac-Graphics Card is designed for the Macintosh (mail order: $220). This accelerator card is based on 3Dfx's Voodoo Graphics. The PCI Bus 4MB card is designed to turn a Macintosh PowerPC (and you) into an arcade warrior. The combination of Virtual PC 2.0 and a Voodoo card does indeed open the door to acceptable action gaming. I saw Tomb Raider II being

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played on this base, and it briskly covered all the polygons in good order. You'll be too busy dodging darts and creaming critters to count the MIPS.

Books And Games

You may have heard that one of the most profitable areas of multimedia is games. *Game Developer's Marketplace* by Ben Sawyer, Alex Dunne and Tor Berg (Coriolus, $ 49.99 + CD-ROM) can be invaluable for not only developers, but anyone who is involved with the computer gaming industry.

> *The Voodoo Graphics and Voodoo2 boards focus on games, but they will also provide an acceleration lift to other 3D applications such as modeling and CAD, if their programs can support hardware.*

If you are a content manager, you can find more information on the console platforms and markets to help to determine if there are opportunities or pitfalls there. If you are starting out as a programmer or designer, it lays out the demands and rewards of different sectors of gaming. The book is thorough in covering all the aspects of design, financing, packaging, marketing, promotion, and distribution of titles. The CD-ROM provides a trove of game development resources and tools and a database of industry resources.

Okay, so you need to take a break from all that development and want to relax with a game. Until you get absolutely stuck within one of the irrational whorls of some strung-out designer's idea of continuity. You call this relaxing?

Help is in hand with *Computer Gaming World Graphic Adventure Companion* by Ronald Wartow & Scorpia (BradyGAMES, 24.99). Herein you will find walk-throughs, tip charts, and cheats for 28 of the most popular adventure titles, including Zork Nemesis, Bad Mojo, Myst, Phantasmagoria, Discworld, and Deep Space 9: Harbinger. You may not find every key to every door, but chances are this will let the clue slip that will let you lurch on to the next challenge instead of just staring at the screen. ◆

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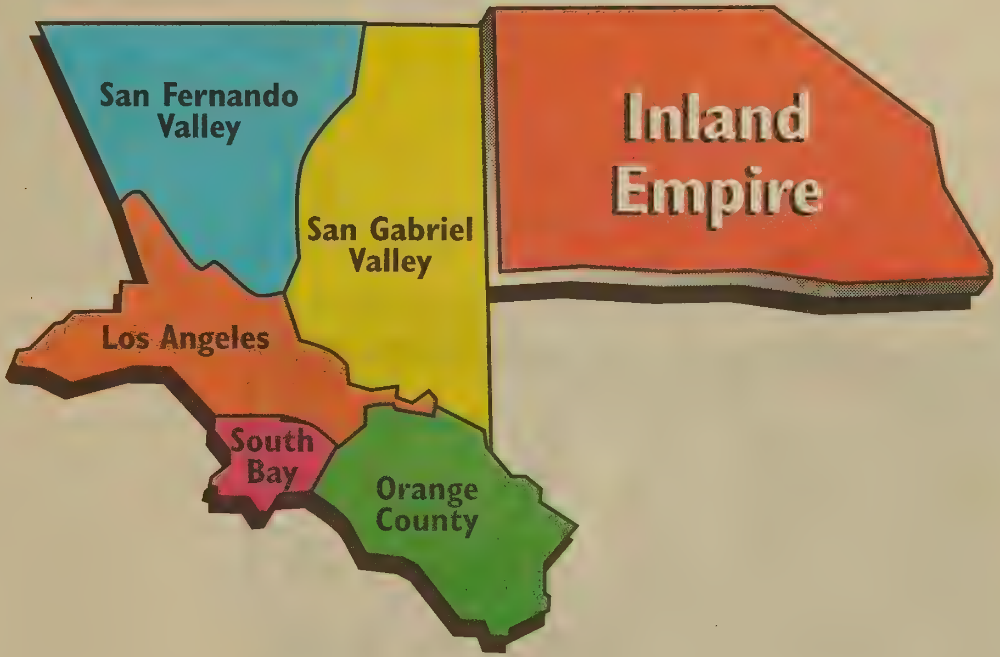
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Video Sphinx Pro

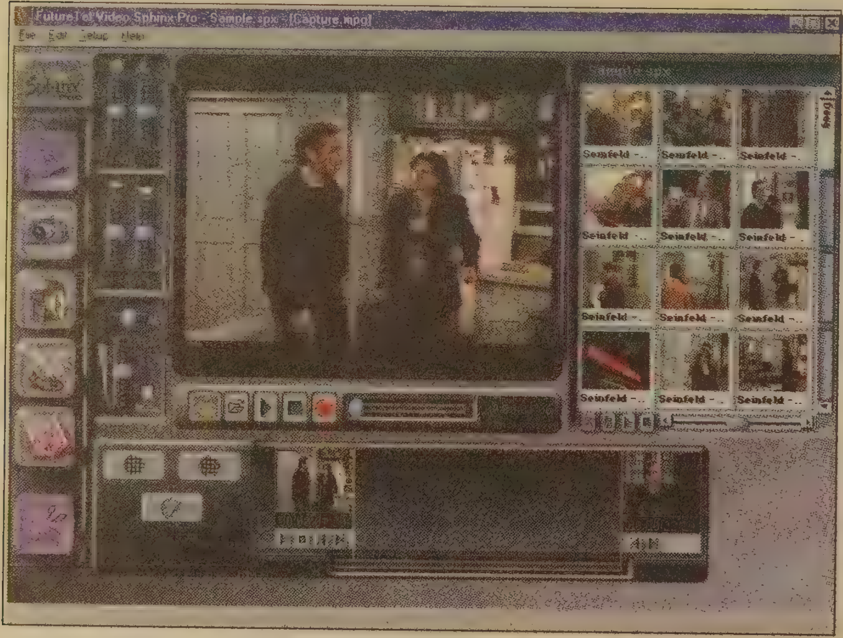
Capturing Motion On Your PC

By Douglas J. Nakakihara

Video Sphinx Pro is a tremendous product with only a few minor rough edges in the software. It's hard to believe that they can get all the necessary bandwidth out of the parallel port, but they do.

The FutureTel's Video Sphinx Pro is a real-time MPEG-1 video capture device that attaches to the parallel port of your Windows 95 PC. It's a pretty hefty device with S-video (Y/C), composite video and stereo audio inputs, plus pass-through outputs for monitoring. Included is a nice three-foot, 25-pin extension cable, so the 6" device does not have to sit right off the back of your computer.

I found installation easy; the only thing I had to do was change my computer's parallel port mode to ECP. (This setting did not seem to have a detrimental effect on my ZIP drive or printer, by the way.)



I have a parallel port ZIP drive and had the Video Sphinx Pro daisy-chained off of it. Apparently there is some type of conflict, and the ZIP is not usable once you have run the Video Sphinx Pro application—even after shutting the application down. The only solution is to reboot.

Capturing Video

Your video source can be a VCR, camcorder, TV, laserdisc, DVD or anything else with a video/audio output. There's no need for a time-base correction device, sometimes needed to digitize video. You just plug the video source directly into the Video Sphinx Pro.

Capturing a movie is nearly as simple as operating a VCR, but before you begin to actually digitize, you must set the capture parameters, like what size you want the resulting video clip to be. The available NTSC sizes are 352 x 240, 320 x 240, 176 x 112, and 160 x 112. (Note: PAL modes are also supported.) You can also adjust the amount of compression. At the highest resolution, you can set the compression anywhere from 7.15MB/minute to 21.46MB/minute. At the lowest resolution, the range is 1.43MB/minute to 10.73MB/minute. The frame rate is the NTSC standard 29.97fps (25fps for PAL).

This is not a full-frame video capture device, which would require a resolution of at least 640 x 480. The Video Sphinx Pro was designed for multimedia applications, like CD-ROM and the Web, so the smaller resolutions are appropriate. However, the vertical resolution of the smaller settings (112) is a bit puzzling. 160 x 120 is pretty much the standard and since it does 320 x 240, it would seem that exactly half of it would make more sense. Oh well, guess I won't miss the eight pixels.

Compression

The amount of compression has two implications: the amount of streaming data that must pass through your system (the data-rate) and the amount of storage required to save the resulting file.

My test system was a 166MHz Pentium machine with 64MB of RAM and a 2GB hard drive—hardly an earth-shattering setup. The minimum system requirements are a 100MHz Pentium with 16MB of RAM, but 200MHz is recommended. My system was right in the middle, but seemed to handle everything I threw at the Video Sphinx Pro, even using settings requiring the maximum data-rate. (Note: You'll also need about 50MB of free drive space to install the software.)

Audio Settings

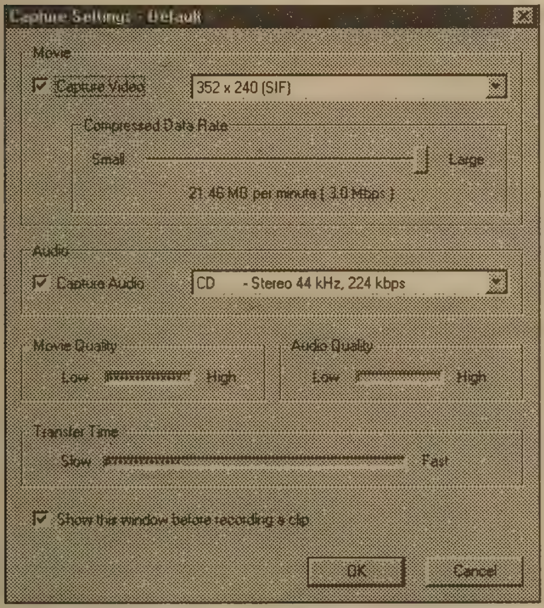
For audio, you have several options. The highest quality is 16-bit stereo 48KHz (i.e., Digital Audio Tape), requiring 384kbps; the lowest is mono 32KHz, requiring 32kbps. You will note that audio, even using the DAT setting, is much less demanding than video. Of course, it seems unlikely that you'd really need anything more than the CD-quality audio setting, which is 16-bit stereo 44.1KHz (224kbps). You can also elect to not capture audio (i.e., video only) or only capture audio.

Based on your settings, the capture settings dialog box graphically displays the video and audio quality you will be getting. It also shows the transfer time, which is essentially the data-rate requirement.

Recording

To actually see what you're recording, you'll need to hook your TV (or video monitor) to the pass-through connections. (Note: This requires a composite signal input, even if you are digitizing from the S-video input.) You then simply start the video source and click the record button. Actually, you must click the Preview button first. After you click it, you have the option of displaying the capture settings dialog. Then, the program must do a bit of internal pre-processing before you can actually press record. This procedure is a bit awkward (i.e., un-VCR-like), but you get used to it.

Once the movie has been recorded, you can play it back and see if it was recorded acceptably. To save the video you simply drag it to the "album" drawer—a drawer that graphically slides out of the side of the main monitor window. In fact, most of the interface has a non-standard 3D-look (ala Kai's Soap), which I find to be more eye candy and not always optimally functional.



☑ Capture Video: 352 x 240 (SIF)

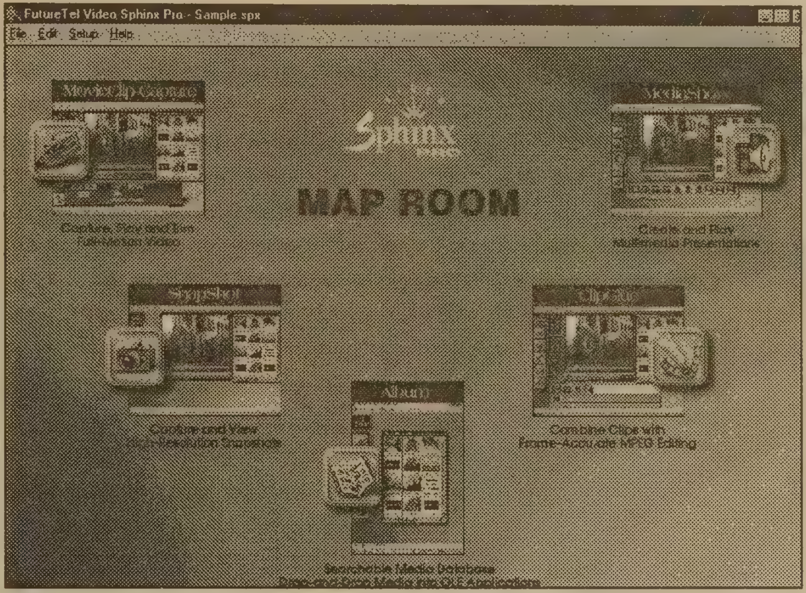
21.46 MB per minute (3.0 Mbps)

☑ Capture Audio: CD - Stereo 44 kHz, 224 kbps

☑ Show this window before recording a clip

It is best to record your video with a "head and tail," that is, add extra time to the beginning and end, which can be trimmed off later. The trim window is also easy to use and very straightforward. You simply select the movie you want to edit and graphically set the in and out points. Thumbnails of the in and out point frames appear in small windows. Then, you simply execute the trim function to create the edited clip.

MPEG is a "delta" compression scheme. That means that most frames only contain the delta (i.e., difference) from another frame. Some frames, however, do contain a full frame of information.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The result of all this is that there's a short pause whenever you are, say, dragging a slider to find a certain point in your movie—you can forget about visually shuttling through a clip. Because most frames are dependent on the information from other frames, they must be calculated to be displayed individually. This can be a little annoying when you are trying to set the in and out points; however, I would assume that using a faster machine would probably make things snappier.

You are suppose to be able to find a frame in the main window and then set the in or out point to that frame. However, this feature never worked properly for me. This is important, since the monitor window image is much larger than the in/out point thumbnails. I think an audio "scrub" feature would be invaluable here, since audio often determines where your in and out points are going to be. As it stands now, you must do a lot of trial and error to find the right in and out points.

Saving a trimmed file requires some processing, so depending on the length of the movie clip, it can take some time. If you consider that there is a lot of data to manipulate, the delay is understandable. However, I found that with relatively short movies, say around one minute, the processing time was minimal and not even an issue.

Capturing Stills

Primarily, you'll want to use the Video Sphinx Pro for motion video capture, but you can also digitize stills.

Capturing stills is similar to capturing video, except you can see a preview—but this only updates every couple of seconds. When you click record, the previewed images are saved as BMP files to a temporary area on your hard drive until you press stop. To get an image to your album folder, you must drag it there. (Warning: If you accidentally click the preview button after you have recorded some stills, they will all be deleted, except for any images you have dragged to an album folder.) There is also a "sharpen" filter available to clean up images.

When you drop an image on the album drawer, a dialog box appears letting you specify the filename, file format (JPEG, BMP, TIF, or PCX), and resolution. If you uncheck the "Save To Current Album" option, a file requester should appear, allowing you to save the file anywhere on your system. However, it never appears and the image is saved to the program's temporary directory.

Note that although you can set the resolution of the saved file greater than the captured resolution, it might be a waste of disk space, since there is only so much information there. You are probably better off saving it at or near the captured resolution—which is not the default—and blowing it up later, if needed, in a paint program.

Input Adjustments

There are also adjustments to control hue (color), saturation, contrast, brightness, as well as audio balance and level. The online help indicates that these are post-digitizing controls; however, another part of the help file correctly describes them as pre-digitizing controls. A sorely missed feature is some type of audio level meters. There is absolutely no way to determine if audio is being recorded optimally.

Since there is no real-time preview when recording movies, these controls do not affect the pass-through signal. To see the effect of these controls, I found you can adjust the settings in the still image capture mode and then flip back to the video capture mode. However, because the update is not real-time, it will take a bit of patience to achieve just the right settings. Not helping the process is that fact that the interface's interaction with the mouse pointer is way off. Fortunately, these were only minor annoyances.

Albums

Video and audio clips and still images are all saved to user-defined "albums." Within each album are "folders," which correspond to actual subdirectories on your hard drive.

However, each folder can be located anywhere on your hard drive, which means the album file must store a "pointer" to the location of each folder (i.e., subdirectory). If you move folders around externally using, say, Windows Explorer, you have to manually adjust the folders using add and remove functions. You cannot even delete an album thorough the interface. The program and online help also confusingly sometimes refer to albums as projects.

I would have preferred to have the album mirror the hierarchy on the hard drive so that the album was really a parent subdirectory with all of the folders being subdirectories of it.

Other Features

The ClipGlue function allows you to merge movies together and optionally use a different audio track. This works "as advertised," except you are supposed to be able to preview the effect before actually committing to the operation.

MediaShow is nothing more than a way to play back movies, audio, and stills in a slideshow-like fashion. There are no fades or layered effects, and there is an annoying—although slight—pause between events. Since an audio clip can't be played simultaneously with a video clip, it is unlikely you'd ever use one in MediaShow. You can drag and drop event icons to rearrange the show, but the update is so slow that you often make mistakes. With a name like MediaShow, I was expecting much more.

Online Docs

All of the documentation is online, except for the installation information. The online help also features informative little movies on important procedures.

Generally, I don't like only having electronic-based documentation. Its inherent nonlinear nature just seems more difficult to comfortably navigate the documentation and learn the product. However, Video Sphinx Pro was very easy to use and after a few sessions, you won't need to refer to the online documentation very often.

Using Clips

To view MPEG video clips you need a PC with Microsoft ActiveMovie installed (or other MPEG decoding software). For Macintoshes, QuickTime now supports MPEG. You can use these MPEG clips for email with video attachments or for links on Web pages.

Of course, as with all Internet files, consider their size before using.

I do wish FutureTel had included some type of utility that would convert the clips into the more universal AVI or QT formats. (According to FutureTel's Web page, their MPEGTools product is suppose to be able to convert to AVI.)

I used the Video Sphinx Pro to digitize some funny bits I had taped from my favorite television programs. (My screensaver plays back nearly all multimedia files, including MPEG, and there are many times I end up just watching it like TV.) The results were absolutely superb, even at 160 x 112, and it couldn't have been any easier.

Video Sphinx Pro is a tremendous product with only a few minor rough edges in the software. It's hard to believe that they can get all the necessary bandwidth out of the parallel port, but they do. If your multimedia needs include MPEG video clips, the Video Sphinx Pro deserves a hard look. ◆

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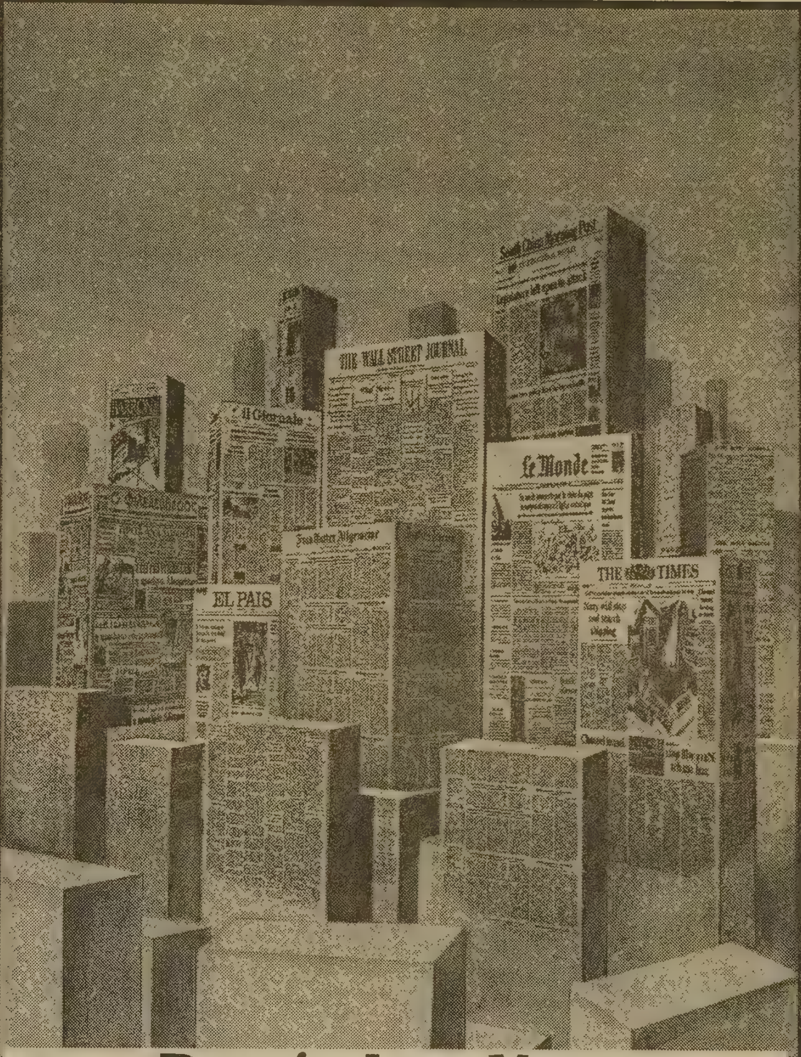

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continued from page 120

restrictions lapse. The income will also be subject to employment taxes, and your employer will get a deduction for salary expense.

Or, you could make an "83(b) election" within thirty days of when the restricted stock is issued. Under this election, at the time the restricted shares are granted you will report wages equal to the full value of the stock (based on current market prices). Your employer gets a corresponding deduction. Any future change in the stock price will result in a capital gain or loss when you sell, as if you were an investor who purchased the stock outright.

Sounds like a better deal, but there are two significant risks associated with making an 83(b) election on restricted stock. If the stock is forfeited, for example, because you quit, you can claim a tax loss only to the extent of what you paid for the stock, which is often nothing. You can't recover any income or employment taxes that were paid because the shares were obtained at discount.

> ***The lowering of capital gains taxes in 1997 therefore has important implications for most compensatory stock arrangements. This may be a good time to revisit any planning you did in the past, looking at the effect of new capital gains rates.***

Secondly, there is a risk that the restricted stock does not appreciate, or worse, declines in value. Either way, under the 83(b) election the taxes come due sooner (the year the restricted stock was granted rather than the year the restrictions lapse). Moreover, if the stock price drops, there will be no refund of employment taxes previously paid, and the decline in stock value is subject to limitations on the deductibility of capital losses. By making an 83(b) election, you are betting that the stock will appreciate substantially, and that the company and you will stay together for the duration. ◆

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The following is available free of charge from David Simon's office at (510)893-5753.

Bukofsky and Sherr, "Diverse Planning Opportunities Available Under The '97 Tax Relief Act (Part I)," *The Tax Advisor*, p.18 (January 1998).

Resources:

"Reducing Corporate AMT on an Employee's Stock Option Exercise"
The Tax Adviser, p.265 (May 1997)

"Executive Compensation and Employee Benefit Implications of the Tax Relief Act of 1997," by K. Mong
Tax Management Memorandum, Vol. 39, No. 1 (January 5, 1998)

Section 83 Income Recognition
The Tax Adviser, p. 536 (September 1997)

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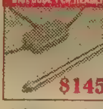
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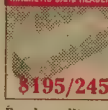
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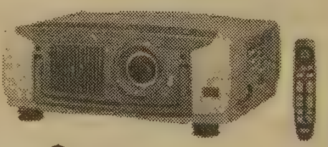
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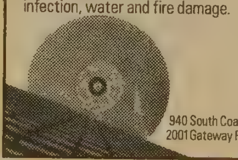

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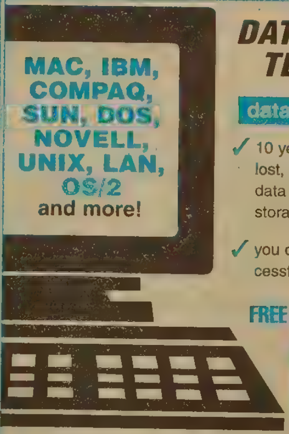

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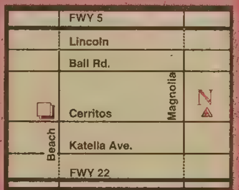

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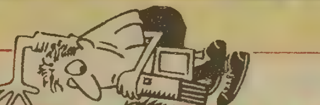

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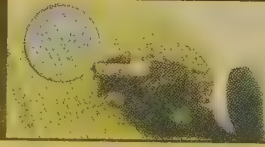

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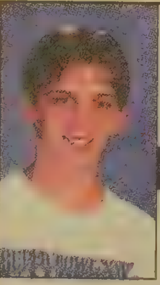

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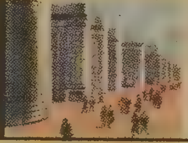

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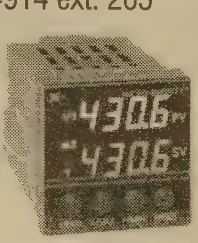

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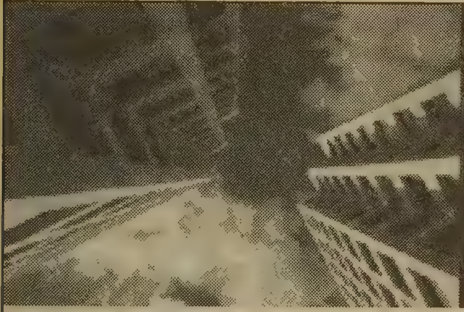

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Implementing MS IIS (Internet Information Server)
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Java Programming Database Connectivity using JDBC
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Advanced Web Development/Design with Microsoft FrontPage
Tuesdays, June 9-July 7, 6:30 p.m.-9:30 p.m

Backup, Recovery and Performance of an Oracle Database
Sundays, June 14-28, 9:00 a.m.-4:00 p.m
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Data Management using Oracle
Mondays, June 22-July 20, 6:30 p.m.-9:30 p.m

Windows NT Workstation, Server, & Enterprise Server, & Enterprise Server
Sundays, June 28-August 9, 9:00 a.m.-4:00 p.m

July Short Courses

High-Impact Presentations Using PowerPoint
Thursday, July 2-23, 6:30 p.m.-9:30 p.m.

Visual Basic Application Development: Advanced Topics
Session I: Mondays, July 6-August 17, 6:30 p.m.-9:30 p.m.
Session II: Tuesdays, July 7-August 18, 6:30 p.m.-9:30 p.m.

Introduction to C Programming
Wednesdays, July 8-August 5, 6:30 p.m.-9:30 p.m.

Advanced Windows Programming Using MFCI
Wednesdays, July 8-August 12, 6:30 p.m.-9:30 p.m.

PowerBuilder Application Development I
Saturdays, July 11-August 1, 9:00 a.m.-4:00 p.m.

Java Programming: Java Beans
Saturdays, July 11-25, 9:00 a.m.-4:00 p.m.

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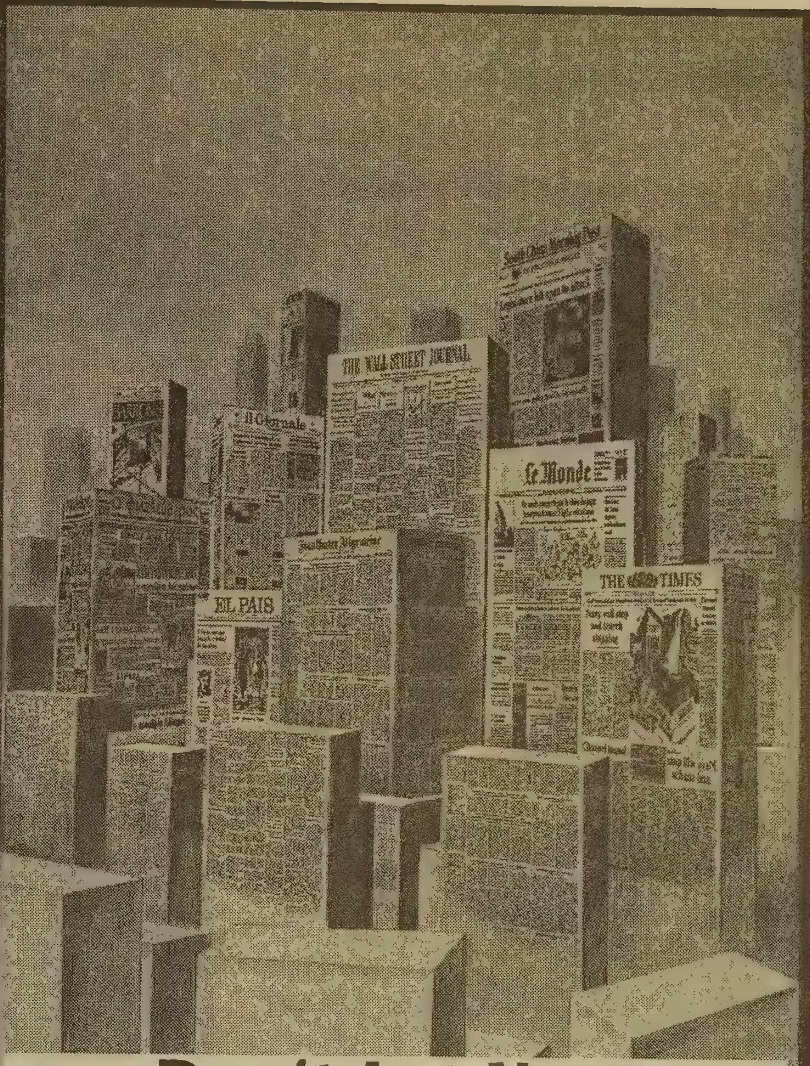

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April 25–26 Computer Fair. 2601 South Eastern Ave., Las Vegas. National Productions. 1-800-800-5600, *CMPlist@aol.com* , or *www.lacomputer fair.com* .

April 26–30 Computer Audit, Control and Security (CACS 98). IL. Information Systems Audit and Control Assoc. *www.isaca.org/cacs 98.htm* .

April 27–29 Internet & Electronic Commerce Conference and Exposition (iEC). New York, NY. Gartner Group. (203)256-4700, *iec@expocon.com* , or *www.expocon.com* .

April 27–29 RealNetworks Conference. San Francisco Hyatt Regency in Burlingame. RealNetworks, Inc. 1-888-887-3679, or *www.real.com/conference.com* .

April 27–30 DVC '98 Spring Conference and Exhibition. Santa Clara. 1-800-227-1234, or *www.bcr.com* .

April 27–May 1 IT Forum '98 San Francisco. Moscone Convention Center, San Francisco. Miller Freeman. *www.itforum.com* .

April 28–30 The Enterprise Architecture Conference v 1.1. San Francisco. DCI. (978) 470-3880 , or *www.dci.com* .

April 28–30 EMA98 Anaheim. EMA (703)645-9302, or *www.ema.org* .

April 29–May 2 MacFair LA. Burbank Airport Hilton and Convention Center, Los Angeles. LAMG. (310)319-1826, or *www.macfair.com* .

May

May 2 Computer Fair. Sherman Square Entertainment Center, Reseda. National Productions. 1-800-800-5600, *CMPlist@aol.com* , or *www.lacomputerfair.com* .

May 2 MarketPro Computer Shows & Sales. Kern County Fairgrounds, Bakersfield. MarketPro. 1-800-708-7555, or *http://marketpro.com* .

May 3 MarketPro Computer Show & Sales. Scottish Rite Center, San Diego. MarketPro Shows. 1-800-708-7555, or *http://marketpro.com* .

May 3 Computer Fair. Sequoia Conference Center, Buena Park. National Productions. 1-800-800-5600, *CMPlist@aol.com* , or *www.lacomputerfair.com* .

May 4–8 Networld+Interop98. Las Vegas, NV. Interop 1-800-944-4629, or *www.interop.com* .

May 9–10 Computer Fair. Fairplex Expo Center, Pomona. National Productions. 1-800-800-5600, *CMPlist@aol.com* , or *www.lacomputerfair.com* .

May 10–12 ACM Policy '98 Conference. Washington, DC. ACM. *policy98@acm.org* , or visit *www.acm.org/policy98/* .

May 13–16 26th Annual Gutenberg Festival. Long Beach. Gutenberg Expositions. (714)921-3120.

May 16 MarketPro Computer Show & Sales. Fresno Fairgrounds, Fresno. MarketPro Shows. 1-800-708-7555, or *http://marketpro.com* .

May 16 Computer Fair. Earl Warren Showgrounds, Santa Barbara. National Productions. 1-800-800-5600, *CMPlist@aol.com* , or *www.lacomputer fair.com* .

May 16 MarketPro Computer Shows & Sales. Fresno Fairgrounds, Fresno. MarketPro. 1-800-708-7555, or *http://marketpro.com* .

May 16–17 American Mega Computer Shows. Pasadena Convention Center. American Mega Shows. (626)961-3782, or *www.megashow.com* .

May 17–19 Cyber-Trends 1998. Indianapolis, IN. Macmillan Publishing USA. *www.mcp.com/cybertrends* .

May 17–22 International Symposium, Seminar, and Exhibition (SID '98). Anaheim Convention Center, Anaheim. The Society for Information Display. (212)620-3380

May 18–21 PC Tech Forum. Fairmont Hotel, San Jose. PC Magazine/Micro Design Resources. 1-800-527-0288, or *www.pcmag.com/pctech forum/* .

May 20–22 Forum For Hand-Held Computing In Healthcare. LA. World Market Strategies Ltd./PDA. *www.pda-expo.com* .

May 23–24 American Mega Computer Shows. Cashman Field Center, Las Vegas. American Mega Shows. (626) 961-3782, or *www.megashow.com* .

May 24 MarketPro Computer Show & Sales. Scottish Rite Center, San Diego. MarketPro Shows. 1-800-708-7555, or *http://marketpro.com* .

May 27–30 Electronic Entertainment Expo (E3). GA. idsa: 1-800-315-1133, or *www.e3expo.com* .

May 30–31 MarketPro Computer Show & Sales. Ventura Fairgrounds, Ventura. MarketPro Shows. 1-800-708-7555, or *http://marketpro.com* .

May 30–31 Computer Fair. Fairplex Expo Center, Pomona. National Productions. 1-800-800-5600, *CMPlist@aol.com* , or *www.lacomputerfair.com* .

May 31 ACP Computer Swap Meet. Santa Ana. ACP Superstore. (714)558-8813.

June

June 2–3 SENET Career Expo. Disneyland Hotel, Anaheim. SENET Career Expo. (626)336-8306, or *www.senetcareer.com* .

June 3–4 Networks Expo. NY. Miller Freeman/Network Expo *www.networksexpo.com* .

June 6–7 American Mega Computer Shows. Cal. State, Northridge. American Mega Shows. (626)961-3782, or *www.megashow.com* .

June 7 MarketPro Computer Show & Sales. Scottish Rite Center, San Diego. MarketPro Shows. 1-800-708-7555, or *http://marketpro.com* .

June 9 SENET Sales and Management Expo. San Diego Convention Center, San Diego. SENET Career Expo. (626)336-8306, or *www.senetcareer.com* .

June 9–10 SENET Career Expo. San Diego Convention Center, San Diego. SENET Career Expo. (626)336-8306, or *www.senetcareer.com* .

June 15–18 WEB.X-New York. NY. Miller Freeman, Inc. *www.webdotx.com* .

June 16–18 PC Expo In New York. NY. Miller Freeman Group. 1-800-829-3976, or *www.pcexpo.com* .

June 16–18 The AS/400 Strategies Conference. Chicago, IL. DCI. (978)470-3880, or *www.dci.com* .

June 22–24 The Knowledge Management Conference. Boston, MA. DCI. (978)470-3880, or *www.dci.com* .

June 23–25 Windows NT Expo. Boston, MA. DCI. (978) 470-3880, or *www.dci.com* .

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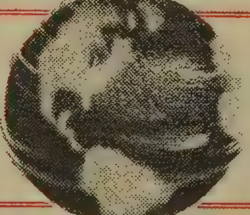

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June 24–26 Building Data Warehouses and Data Marts to Deliver Measurable Business Benefits. Dallas, TX. DCI. (978)470-3880, or *www.dci.com*.

June 25–27 Graphix East 98. PA. Graphic Arts Show Company, Inc. *www.gasc.org*.

July

July 6–10 Macworld Expo. Jacob K. Javits Convention Center, NY. IDG. 1-800-645-EXPO, or *www.macworldexpo.com*.

July 28–30 Marketing Automation Conference and Expo. New York, NY. DCI. (978) 470-3880, or *www.dci.com*.

August

August 3 SENET Sales and Management Expo. San Diego Convention Center, San Diego. SENET Career Expo. (626)336-8306, or *www.senetcareer.com*.

August 3–4 SENET Career Expo. Disneyland Hotel, Anaheim. SENET Career Expo. (626)336-8306, or *www.senetcareer.com*.

August 14–15 Multi-Cultural Internet Conference and Expo. Los Angeles. *info@mcice.com*, or *www.mcice.com*.

August 17–18 SENET Career Expo. San Diego Convention Center, San Diego. SENET Career Expo. (626)336-8306, or *www.senetcareer.com*.

September

September 1–3 eBusiness World. Boston, MA. DCI. (978) 470-3880, or *www.dci.com/eBusiness*.

September 2–3 Internet Expo. MA. DCI. *www.dci.com/internet*.

September 14–17 TRACE. Santa Clara. IDG. 1-888-545-9800, or *www.trace-expo.com*.

September 15–16 SENET Career Expo. Universal Hilton Hotel, Los Angeles. SENET Career Expo. (626)336-8306, or *www.senetcareer.com*.

September 24–25 Internet Expo. Toronto, ON. DCI. *www.dci.com/internet*.

September 30–October 2 ComNet. San Francisco. IDG. 1-800-545-EXPO, or *www.comnetexpo.com*.

September 30–October 3 World PC Expo 98. Japan. Nikkei BP BizTech, Inc. *www.worldpcexpo.com*.

October

October 13–14 SENET Career Expo. Disneyland Hotel, Anaheim. SENET Career Expo. (626)336-8306, or *www.senetcareer.com*.

October 25–28 Graph Expo 98. IL. Graphic Arts Show Company, Inc. *www.gasc.org*.

Classes, Seminars, Workshops

April

April 21–May 5 Using the Internet for International Business. Fullerton. Cal State Fullerton Extension. (714)278-2611.

April 21–May 5 Find It on the Internet. Fullerton. Cal State Fullerton Extension. (714)278-2611.

April 21–May 5 Tolerance Analysis for Electronic Circuits. Irvine. UCI extension. (714)824-5414, or *www.unex.uci.edu/~unex*.

April 22 Windows NT Specialist. Irvine. CSULB. (562)985-8452, or *www.uces.csulb.edu/sci-tech*.

April 23 Office Applications Support Specialist. Irvine. CSULB. (562)985-8452, or *www.uces.csulb.edu/sci-tech*.

April 23–June 25 Experimental Analysis and Design of Experiments. Irvine. UCI extension. (714)824-5414, or *www.unex.uci.edu/~unex*.

April 25 Adobe Photoshop 4.0. Long Beach. MegaByte Coffeehouse. (562)986-6892.

April 26 Internet Workshop for Beginners. Long Beach. MegaByte Coffeehouse. (562) 986-6892.

April 27–May 18 Microsoft Publisher 97. Fullerton. Cal State Fullerton Extension. (714)278-2611.

April 29 Windows NT Specialist. Irvine. CSULB. (562)985-8452, or *www.uces.csulb.edu/sci-tech*.

April 30 Office Applications Support Specialist. Irvine. CSULB. (562)985-8452, or *www.uces.csulb.edu/sci-tech*.

May

May 2 Microsoft Networks Specialist (MCSE). Irvine. CSULB. (562)985-8452, or *www.uces.csulb.edu/sci-tech*.

May 3 HTML Basic Web Designing. Long Beach. MegaByte Coffeehouse. (562) 986-6892.

May 3 Scanning, Calibrating, and Halftoning. 301 Westwood Village, Westwood. UCLA Extension. (310)206-1422, or *www.unex.ucla.edu*.

May 6 Windows NT Specialist. Irvine. CSULB. (562)985-8452, or *www.uces.csulb.edu/sci-tech*.

May 6–8 User-Centered Prototyping: Process and Product. Los Angeles. UCLA Extension. (310)825-9064, or *www.unex.ucla.edu*.

May 7 Office Applications Support Specialist. Irvine. CSULB. (562)985-8452, or *www.uces.csulb.edu/sci-tech*.

May 7 Microsoft Networks Specialist (MCSE). Irvine. CSULB. (562)985-8452, or *www.uces.csulb.edu/sci-tech*.

May 9 Designing Visual Interfaces. Los Angeles. UCLA Extension. (310)825-9064, or *www.unex.ucla.edu*.

May 9 Oracle & Oracle Financials Class. Bellflower. Computer Resolutions. (562) 804-0470, or *www.computer-resolutions.com*.

May 9–June 6 Microsoft Word 97 Part 3. Fullerton. Cal State Fullerton Extension. (714)278-2611.

May 12 Managing Year 2000 Projects: The Key Issues. Boston, MA. DCI. (978)470-3870, or *www.dci.com/internet*.

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May 13 Windows NT Specialist. Irvine. CSULB. (562) 985-8452, or *www.uces.csulb.edu/sci-tech*.

May 13–May 27 Adobe Acrobat. 301 Westwood Village, Westwood. UCLA Extension. (310)206-1422, or *www.unex.ucla.edu*.

May 14 Office Applications Support Specialist. Irvine. CSULB. (562)985-8452, or *www.uces.csulb.edu/sci-tech*.

May 14–15 Creating Multimedia Presentations and Resumes on the Internet. Los Angeles. UCLA Extension. (310)825-9064, or *www.unex.ucla.edu*.

May 14–15 Testing for Year 2000 Compliance. Boston, MA. DCI. (978)470-3870, or *www.dci.com/internet*.

May 15–16 Previsualizing Film, Television, and Theater Sets Using Virtus Con-ceptCAD. Los Angeles. UCLA Extension. (310)825-9064, or *www.unex.ucla.edu*.

May 16 Intro. to the Internet-Free. Covina. Rightway Computer Training. (626)331-5667, or *www.rightway.com*.

May 17 Intro. to Windows '95. Long Beach. MegaByte Coffeehouse. (562)986-6892.

May 20 Windows NT Specialist. Irvine. CSULB. (562)985-8452, or *www.uces.csulb.edu/sci-tech*.

May 20–21 Hands-On Intro to Photoshop. Santa Monica. LAMG. (310)319-1821, or *www.lamg.com*.

May 21 Office Applications Support Specialist. Irvine. CSULB. (562)985-8452, or *www.uces.csulb.edu/sci-tech*.

May 23 Adobe Photoshop 4.0. Long Beach. MegaByte Coffeehouse. (562)986-6892.

May 24 Internet Workshop for Beginners. Long Beach. MegaByte Coffeehouse. (562) 986-6892.

May 27 Windows NT Specialist. Irvine. CSULB. (562)985-8452, or *www.uces.csulb.edu/sci-tech*.

May 27 Getting Started on the Internet. Santa Monica. LAMG. (310)319-1821, or *www.lamg.com*.

May 27–28 Hands-On Inter-Adv Photoshop. Santa Monica. LAMG. (310)319-1821, or *www.lamg.com*.

May 28 Office Applications Support Specialist. Irvine. CSULB. (562)985-8452, or *www.uces.csulb.edu/sci-tech*.

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May 30 Fundamentals of Web Site Production I: A Workshop. Los Angeles. UCLA Extension. (310)825-9064, or *www.unex.ucla.edu*.

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June 6 Fundamentals of Web Site Production I: A Workshop. Los Angeles. UCLA Extension. (310)825-9064, or *www.unex.ucla.edu*.

June 6 Hands-On Beginning Mac. Santa Monica. LAMG. (310)319-1821, or *www.lamg.com*.

June 6 Photoshop Power. Santa Monica. LAMG. (310) 319-1821, or *www.lamg.com*.

June 6 Best Deals on the Internet. Santa Monica. LAMG. (310)319-1821, or *www.lamg.com*.

June 7 HTML Basic Web Designing. Long Beach. MegaByte Coffeehouse. (562) 986-6892.

June 11 Hands-On Adv. Beginning Mac. Santa Monica. LAMG. (310)319-1821, or *www.lamg.com*.

June 12 Hands-On Intro to Quark. Santa Monica. LAMG. (310)319-1821, or *www.lamg.com*.

June 13 Oracle & Oracle Financials Class. Bellflower. Computer Resolutions. (562) 804-0470, or *www.computer-resolutions.com*.

June 13 Fundamentals of Web Site Production II: A Workshop. Los Angeles. UCLA Extension. (310)825-9064, or *www.unex.ucla.edu*.

June 13 Windows for Mac Users. Santa Monica. LAMG. (310)319-1821, or *www.lamg.com*.

June 13 Upgrading to System 8.1. Santa Monica. LAMG. (310)319-1821, or *www.lamg.com*.

June 17 Before You Buy a Mac. Santa Monica. LAMG. (310)319-1821, or *www.lamg.com*.

June 17–18 Hands-On Intro to Photoshop. Santa Monica. LAMG. (310)319-1821, or *www.lamg.com*.

June 19 Hands-On Intermediate Quark. Santa Monica. LAMG. (310)319-1821, or *www.lamg.com*.

June 20 Fundamentals of Web Site Production II: A Workshop. Los Angeles. UCLA Extension. (310)825-9064, or *www.unex.ucla.edu*.

June 20 Hands-On Beyond HTML. Santa Monica. LAMG. (310)319-1821, or *www.lamg.com*.

June 21 Intro. to Windows '95. Long Beach. MegaByte Coffeehouse. (562)986-6892.

June 23 Hands-On Intro to AfterEffects. Santa Monica. LAMG. (310)319-1821, or *www.lamg.com*.

June 27 Adobe Photoshop 4.0. Long Beach. MegaByte Coffeehouse. (562)986-6892.

June 28 Internet Workshop for Beginners. Long Beach. MegaByte Coffeehouse. (562) 986-6892.

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Brain Toys BBS. (818)988-3550, 557-8697, 707-4476, 700-9877; (213)255-2495; (310)858-0070; *www.braintoys.com* , or Telnet free: *braintoys.com* . MajorMud, 32 lines, TradeWars, DOOM 2, Backgammon, chat. Full Internet access, first month free, all ages. [Exp. #178]

Coffee Break BBS. (310)425-5710, 320-5000; (714)670-6500, 572-8800, 537-4300, 262-1200; (626)961-1700, 447-6100, 797-6400, (909)865-7533. General interest, 20 lines, chat, MajorMud, TradeWars, files, email. Free trial. Ultimate caffeine buzz! Sysop: Coffee. [Exp. #182]

Eden Online. (714)548-1900, 620-5336, 472-9456, 528-7226, (562)421-2420, (310) 352-4199, 838-1707, (626)336-9322, (909)637-1600; Telnet: *edenbbs.com* , *www.edenbbs.com* . 14,400–28,800. Southern California's hottest online social club. Games,Chat, Parties, Contests, MajorMud and more! 65 lines and FULL INTERNET! 2-week FREE Trial. Sysop: Daniel Vesely. [Exp. #180]

EOL Online. (626)296-1169, (213)666-0166, (818)783-4575, 24 hrs., Fun local system, hosted chats, Farwest trivia, MatchMaker, Intelligent Pubs, CDs, live social events, free trial! Sysop: Boots [Exp. #178]

Exo BBS. (213)490-0556, 330-1609, 531-1608; (310)819-0554, 765-0554, 735-0554, 734-1908, 526-0594, 954-0534; (562)506-0531; (626) 532-0684, 639-0554; (714)869-1501, 676-1501, 782-1502, 591-0554, 930-1601, 481-0028, 485-0028, 653-0309, 849-0574; (818)742-0554, 741-0572; (909)689-4534. : *http://bbs.exo.com* ; Telnet: *bbs.exo.com* . 24 hrs., 2400-56,000. Support for Amiga, IBM, Mac. Email, full Internet, online games, messages bases, files area, Fidonet, chatting, and MORE! Free and pay accounts available. [Exp. #178]

Miller's Party Board. (213)569-9191, 727-0251; (310)815-0117, 212-3469; (562)425-7264, 929-4304; (626)577-5880, 961-2458; (714)220-0887, 537-4436; (818)240-8296, 769-2302, 882-0142; Telnet: *mpb.com.* 24 hrs., 28,800. Chat, games including MajorMud, TradeWars 2002, Crosswordz, Full Internet Access, forums, modem-to-modem gaming, live games, more. 7-day free trial. Sysop: Jack Stern. [Exp. #182]

TwiLight Hills BBS. (562)868-8470; (626)575-5063; (714) 730-9242, 774-6146. 24 hrs., 14,400–28,800. Running MBBS. TradeWars 2002, MajorMud, chat, many doors, live games. Adults 18 and over. Free trial period. Sysop: Anthony L. Mayer. [Exp. #178]

(213)

OPAMP Technical Books BBS. (213)957-6915. 8-N-1, 24 hrs., 300–14,400. Computers, engineering, business, trades, 20,000+ titles listed. Sysop: "KC" Hunter. [Exp. #179]

(310)

Los Angeles Macintosh Group BBS. (310)451-LAMG. 8-N-1, 24 hrs. FirstClass, 16 lines. 40,000 calls/month. Shareware, forums include DTP, multimedia, WWW, employment exchange, classifieds, more. [Exp. #182]

South Bay Apple Mac User Group BBS. (310)792-8083. FirstClass. Large library, multiple conferences, *www.sbamug.org* . [Exp. #180]

Upper Transylvania BBS. (310)515-6843, 515-7953, 515-7995, 515-1757, 768-3399. 24 hrs., 14,400. Christian, family-oriented, 20 active CD-ROMs updated regularly. Free. Sysop: Ron Hoffman. [Exp. #181]

(562)

Bushidokai BBS. (562)698-8719; *http://members.tripod.com/~eqcitybbs/Index.htm* . 8-N-1-ANSI/RIP, 24 hrs., 33,600. Subs, Files, Online Games, Multi-Line/Networks, FREE Access, WWIV v4.24a. Log on as "GUEST." Sysop: The Animal. [Exp. #182]

Telery. (562)494-0909, Telnet: *telery.com, www.telery.com* . Chat, online casino, games, LORD, trivia, free Internet email/homepage. Sysops: Cobra & LUS. [Exp. #179]

(626)

Tele-Link Online. (626)339-5796, 966-4420. 8-N-1, 24 hrs., 33,600. Free, 16.4GB, Internet for $25/year with our browser. Sysop: Bob Deforge. [Exp. #178]

The Better Half BBS. (626)918-5757, 918-1719, 931-2432. 8-N-1, 24 hrs., 33,600. Free. Over 110,000 files on-line. Free access with first time call-back verifier. No fees whatsoever! Sysop: Ron Cohen. [Exp. #180]

(714)

Social Injustice. (714)564-0319. 28,800. Games, files, messages, more. Free access. Sysop: William Haworth. [Exp. #178]

The Abyss BBS. (714)848-9920. 8-N-1, 24 hrs., 300–33,600. WWIVnet, FidoNet echos, message bases, free file transfer section, online games, and more. No fee! Sysop: Byte. [Exp. #181]

The VIBA Connection. (714)454-7751. 8-N-1, 24 hrs., Up to 33,600. Free access. Files, games, forums, CD-ROM filebase. Since 2/94. Sysop: Robert Coop. [Exp. #178]

(805)

The BenchMaster's BBS. (805)473-9454 8-N-1, 24 hrs., Free. Files, messages and entertainment for the Amiga computer only! Oldest Amiga-only BBS in California. Lots of files the Aminet won't carry. Drop on by! [Exp. #179]

(818)

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(909)

Temple of the Dog. (909)982-3155. 24 hrs., 14,400. Completely free, WWIV 4.24a, Messages, Files, InterNET Newsgroups and Email, Instant Access. Sysop: Stone Temple. [Exp. #178]

Is Your Listing Missing?

Free user group and association listings are limited to the group's name, meeting information, contact name and phone number, a ten-word description, and what computer type your group wishes to be listed under. They will be **deleted at six-month intervals** to ensure timeliness and accuracy of information.

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US Mail should go to: MicroTimes User Group, 1300 Clay St., Ste. 820, Oakland, CA 94612. **Faxes** are welcome at (510)768-1288. **Email** can be sent to: *sara.tassione@microtimes.com* or MCI:MICROTIMES.

User Groups

Amiga

Amiga—San Gabriel Valley (ATUG). Meetings: 3rd Sat., 11 am–4 pm, 1st Southern Baptist Church, 4856 No. Golden West Ave., Temple City. Contact: Steve, (626)285-6424. [Exp. #179]

Atari

ATESIG—Atari 8-Bit SIG. 145 Surf Pl., Seal Beach. Cooperative user group for model railroad applications. Contact: (562)430-5433 or *d.mcalliste2@genie.com* . [Exp. #183]

IBM And Compatibles

Greater South Bay PC Users Group. Meetings: 2nd Thurs., 7:30 pm, Torrance Recreation Center, behind Torrance main library. Contact: (310)373-3989, or *rsh532@aol.com* , *www.lafn.org/community/gsbug* . [Exp. #183]

Long Beach IBM PC And Compatibles Users Group. Meetings: 3rd Wed., 7:00 pm, Masonic Temple, 5155 E. Pacific Coast Hwy., Long Beach. We welcome the novice and the experienced. BBS, video library, newsletter, SIGs. Contact: Jim Wells, (310)439-7114. [Exp. #181]

Los Angeles Computer Society. Meetings: 3rd Tues., 7:00 pm, Robert Frost Auditorium, Culver City High School, 4401 Elenda St., Culver City. Door prizes, vendor presentations, product review, special interest groups, BBS w/Internet email. Contact: (310)471-2726, or *http://geocities.com/~lacspcug/* . [Exp. #181]

NOCCC (North Orange County Computer Club). Meetings: 1st Sun, 9:00 am, Chapman University, 333 N. Glassell Ave., Orange. Speakers on hardware/software/Internet, 25 SIGs, dem-onstrations, newsletter, helpline, raffles, consignment table, member benefits. Call: (714)998-8080 or *www.noccc.org* . [Exp. #183]

Orange County IBM PC Users Group. Meetings: 2nd Tues., 6:30 pm. Speakers, software, newsletter, BBS. Open to public, all welcome. Contact: (714)990-0580, or *orcopug@prodigy.com* . [Exp. #181]

Pasadena IBM Users Group. Meetings: 1st Wed., 7:00–9:30 pm, 2184 N. Lake Ave., Altadena. Speakers on hardware/software, demonstrations, SIGs, library, newsletter, and Web site. Call: Steve Bass, (626)791-1300, or *www.pibmug.org* . [Exp. #181]

Saddleback Valley PC Users Group. Meetings: 3rd Sat., 9:00 am, Saddleback College, 28000 Marguerite Pkwy., Room 205, Business and General Studies Bldg., Mission Viejo. Newsletter, question/ answer period, demos, shareware software library. Beginners or experienced users are welcome. Contact: (714)582-4623 or *JeromeMan@aol.com* . [Exp. #181]

San Gabriel Valley Technology Users Group. Meetings: 2nd Fri., 7:00 pm, Arcadia Park Senior Citizens Center, 405 S. Santa Anita Ave., Arcadia. Support for Tandy and IBM compatibles, newsletter, RAM session. Contact: Jack Nock, (626) 578-0411, or *jack.nock@worldnet.att.net* . [Exp. #181]

Santa Clarita Valley PC Group. Meetings: 2nd Weds., 7:00 pm, Valencia Town Center Community Room. Contact: (805)298-1680. [Exp. #179]

Santa Clarita Valley PC-Group. Meetings: 2nd Wed., 7:00 pm, Valencia Town Center Community Room. Dedicated to PC literacy. Come join us. Contact: (805)298-1680, *www.scvpcg. com* . [Exp. #183]

Thousand Oaks Personal Computer Club (TOPCC). Meetings: 4th Thurs., 7:30 pm, Goebel Senior Center, 1385 E. Janss Rd., Thousand Oaks. Programs are targeted at novice to expert levels of computer knowledge. Contact: Harry, (805)495-8325 or Eli, (805)496-8053. [Exp. #183]

Tug-Net. Meetings: Every Tues., 7:00 pm, Glendale Federal Bank, 7119 Topanga Canyon Blvd., Canoga Park. Ample parking. Contact: (818)249-1629, 884-9441, or *www.tugnet.org* . [Exp. #181]

Valley Computer Club (VCC). Meetings: 2nd Tues., 7:00 pm, Burbank YMCA, 321 E. Magnolia Blvd., Burbank (wheelchair access). Vendor presentations, SIGs, newsletter. All welcome. Contact: Grayce Hruda, (818)842-3707, *burvally@pacificnet.net* , or *www.pacificnet.net/~burvally* . [Exp. #182]

Internet

LA Webspinners. Meetings: 1st Sat., 10:00 am, 10800 West Pico. Blvd, Corner of Overland Avenue at the Westside Pavillon Mall, Community Room, 3rd Floor, Los Angeles. Contact: *www. la.iics.org* . [Exp. #182]

Visual Interdev User Group. Meetings: 3rd Mon., 7:00 pm, San Gabrial Valley Web site developing. Contact: (909)625-6202, or *cherokeeguy@juno.com* . [Exp. #182]

Macintosh

Champions Of The Mac Proletariat (CHOMP). Meetings: 4th Thurs., 7:00 pm. Bauer Forum, Claremont McKenna College, Claremont. Q&A; raffle of useful software; vendor presentations; exchange views, opinions, expertise. Contact: Al Seltzer, (909)626-7784 or *AlSeltzer@aol.com* or Mitch Cohen, (909)605-1000, ext. 11, or *www.chompmug.org* . [Exp. #182]

Los Angeles Macintosh Group (LAMG). Meetings: 4th Thurs., 7:30 pm, Call for location. Vendor presentations, raffle, 25+ SIGs, seminars, hands-on classes, BBS, monthly magazine. Guests welcome. Contact: (310)319-1821 or *www.lamg.org* . [Exp. #182]

South Bay Apple Mac User Group. Meetings: Last Wed., 7:30 pm, Knob Hill Community Center, 320 Knob Hill, Redondo Beach. Newsletter, PD library, demos, and software raffles. Contact: C.W. Mitchell, (310)644-3315. [Exp. #183]

West Orange County Mac User Group (WOCMUG). Meetings: last Tues., 7:00 pm, The "Friendliest Mac Club Around" features the latest news about Mac, Q&A, vendor presentations, demos, raffles, and a newsletter. Call: Lynn, (714)892-8910. [Exp. #182]

Whittier Area Macintosh User Group. Meetings: 2nd Sat., 9:30 am, CFF Church, 14322 Telegraph Rd., Whittier. Beginner to experienced. Q&A, demos, raffle, hot disk, SIGs, newsletter. Contact: (562)906-0059 or *www.geocities.com/SiliconValley/Pines/6042/* . [Exp. #181]

Miscellaneous

Glendora Seniors Computer Club. Meetings: 2nd and 4th Wed., 1:00 pm, Lefetra Senior Center, 133 E. Foothill Blvd., Glendora, CA 91741. IBM, presentations, SIGS, newsletter, library, Q&A period, all skill levels. Troubleshooting help. Contact: (626)914-0560, or *www.starquest.net/gscc* . [Exp. #183]

OCCUG (Orange Coast Corel Users Group. Meetings: 2nd Sat., 9:00 am, Huntington Beach Adult School, 1666 Tunstall Ln., Huntington Beach. Demos by a certified COREL instructor, newsletter, giveaways, guest experts, all welcome. Contact: Wayne Kaplan, (714)968-2509, or *www.wjkaplan.com/oc-cug* . [Exp. #181]

The Video Toaster Group (TVTG). Meetings: 2nd Sat., 12:30 pm Los Angeles. The Pickwick Banquet Center, 1001 Riverside Drive, Burbank. Support for users of NewTek products, beginner-advanced. Demos, tutorials, help. Contact: Glenn (818) 240-0399, or email Dan at *janmoore@empirenet.com* . [Exp. #183]

Networking

Los Angeles NT Users Group—LANTUG. Meetings: 2nd Weds., To enhance users' knowledge of the operating system, its features and benefits. For more information, go to *www.lantug.org* . Contact: Bill Spaulding at *www.lantug.org* . [Exp. #183]

continued on page 232

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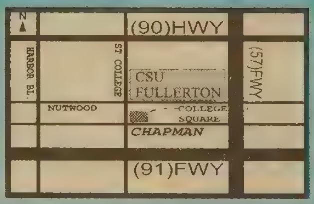

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Logitech FirstMouse Plus w/Pad
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4MB SGRAM Video Card
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MS Natural Keyboard
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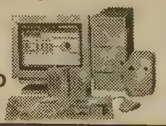

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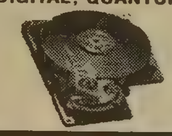

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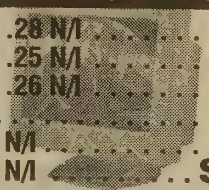

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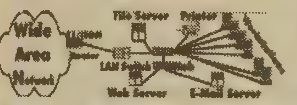

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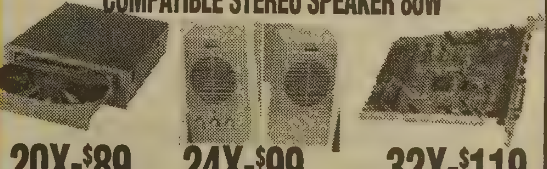

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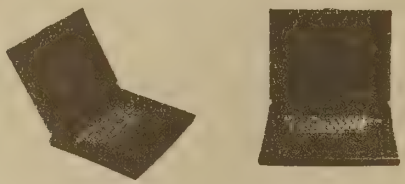

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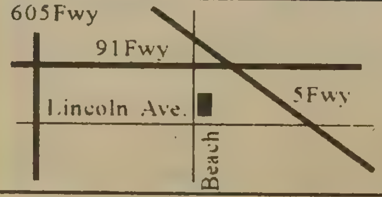

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- ICC
- Net 10
- PC Club
- Twism

Long Beach/Paramount/Signal Hill
- PC Club
- The Pajo Group

Los Angeles
- 9 Net Avenue
- AddressNet
- Computer Depot
- Computer Express
- Computer Fanatics
- Computer Town
- CompuTopia
- CyberVision
- Cygma Computer
- Cyrix
- Dav-Tech
- DC Micro
- Einstein Computer
- EZ Computer
- HA Computer & Laser Tech
- Host Pro
- IDT Winchip C6
- Infomatic
- Input Automation
- International Computer & Networking
- International Educational Systems
- Internet Connect
- LA Computer Center
- LA Internet
- LANOP
- Maxcom Computers
- Microsoft
- Mind Over Technology
- Multimedia Computers
- Netroplex Media
- Pakcom Systems
- Paknet
- PC Club
- Relay Point Internet Services
- Sceptre
- Transworld Network
- Tricom Computers
- US Com

Malibu
- Info Dial

Northridge/Reseda
- Electronic Service Corp.
- EZ Computer

Pasadena
- Advanced Computer Center
- Complete Computer Center
- Computer Outlet
- Envision
- IDT
- Integrated Digital Technology
- Integrated Technologies Classes
- Interact!
- Intro Micro Computers
- MicroSource Computers
- Mt. Sierra College
- Pasadena Computer Center
- PC Systems Design
- Premiere Productions
- Sceptre
- Scientific Sam's
- Sunny Group
- The California Computer
- Tricom Computers
- Wesco Computers
- West Tech

San Fernando Valley
- AAA Media
- Advanced Computer & Technology
- Alpha Computer
- Ameritech College
- Arttech/AMT Technology
- Bason Computer
- Complete Computer Cure
- Compu D
- Computer Fanatics
- ComputerLane
- Computer Network Communications
- Comtrade
- Enternet Communications
- EZ Computer—Reseda
- High Computer
- IBA Computers
- Iron Light Digital
- Maximus
- Maximus of Glendale
- Metro Net
- Mt. Sierra College
- Net Plug Network
- Nexcom Technology Inc.
- North American Computer Consultants
- Pacific Net
- PC 2000, Inc.
- PC Club
- PC-SEL Inc.
- PC Warehouse
- Pioneer Trade Computer Show
- Proton Technology
- Quality Time
- R-Tech Computers
- Sceptre
- Trinet Technologies
- Ultima Computers Inc.
- Unitek Computer Stores
- West-Tech

San Gabriel Valley
- Advanced Computer & Technology
- Advanced Computer Center
- Azusa Pacific University
- Complete Computer Center
- Computer Fair
- Computer Outlet
- Computer Pacer
- CompuQuests
- CyberVision
- Elco Computer
- ES 5 Technology
- EZ Computer
- Flash Tax
- General Internet
- ICELAN
- IDT
- Integrated Digital Technology
- Interact!
- Intro Micro Computers
- IronLight Digital
- Lightside
- M.A. Micro
- MicroSource Computers
- Mt. Sierra
- Pasadena Computer Center
- PC Club
- Premiere Productions
- ROMIX
- Sunny Group
- Symphony Computer
- Syscom
- Syscon Technology U.S.A.
- Tricom Computers
- Unimicro PC Tech Inc.
- Unitech National Inc.
- Wesco Computers
- West Tech

Santa Fe Springs/Whittier
- CyberVision
- D Net Computer
- Infomatic
- Jenlish International Inc.
- PC Warehouse

Santa Monica/Marina Del Rey
- Cinenet Communications
- Computer Business Center

Simi Valley
- Network Systems Integration

South Bay
- Advanced Computer & Technology
- Cal State Dominguez Hills
- CompuXpress
- D Net Computer
- Gates College
- Good News Computer Corp.
- Input Automation, Torrance
- KNK Interlink
- Neutron Technology
- NexCom
- PC Club
- PC Earth Corporation
- PC Market
- PC Max
- Quanta Micro Corp.
- Unisource Inc.
- US Com
- West Tech

West Los Angeles
- Advanced Computer & Technology
- Computer Fanatics
- Computer Outlet
- Compu America
- CompuXpress
- EZ Computer
- Maximus
- Micro Base
- NICOM
- PC Club
- PC Command
- SmartSoft Software
- Theta Computer
- Unitek Computer Stores
- Westwood Computers

Orange County

Anaheim/Anaheim Hills/Fullerton
- 9 Net Avenue
- A–Z PC Supply
- Abacus Computer Corp.
- Academics Solution
- Delta Internet Services
- DMS-Memory Upgrades
- EZ Computer
- Genesis Computer Systems, Inc.
- Lucky Computers
- MagicTek Computers
- Microsoft
- MicroSource Computers
- Nyton
- PC Club
- Sceptre
- US Com
- US Systems

Artesia/Buena Park/Cerritos/Norwalk
- Advanced Computer Center
- Advanced Computer & Technology
- Compu-Soft
- Computer Marketplace
- Digital Delusions
- EZ Computer
- Micro City
- US Com

Brea
- MicroSource Computers
- PC Systems Design
- Software Education of America, Inc.
- USM

Capistrano/Trabuco Canyon/ Santa Margarita
- Micro City

Corona/Placentia/Yorba Linda
- Axis Systems
- EZ Computer
- Future Computing Solutions

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- 1-888 CD Movies+ MPEG
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- D Net Computer
- Drive Service Co.
- Kamfoz
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- MicroSource Computers
- PC Base
- PC Club
- PC Market
- Smart Soft Software
- West Tech

Cypress/Hawaiian Gardens/ La Palma/Los Alamitos/ Stanton/Westminster
- 1-888 CD Movies+ MPEG
- Choice Computer Company
- D-Media Company
- Katronic Company
- PCS Tech
- Quanta Micro Corp.
- Super Computer, Inc.
- Ytg Computer, Inc.

Garden Grove
- Compus Computer Services
- CompuTopia
- CompuXpress
- MicroSource Computers
- PCS Tech
- Quik Internet
- Sunny Group

Huntington Beach
- First Internet Alliance
- Input Automation
- Micro Advanced Technology

Irvine/Newport Beach
- Advanced Computer & Technology
- Anaserve
- Computer Palace
- Comtrade
- Cyrix
- D Net Computer
- EZ Computer
- HiTek
- Infinite Computer Concepts
- Infomatic
- Mini Micro Supply
- PC Market
- USM

Laguna Hills/Lake Forest/ Mission Viejo
- Advanced Computer & Technology
- Computer Max
- Eastwood Peripherals
- Fast Dependable Access
- Logicache Computer, Inc.
- Macro Tech
- PC Market
- PC Max
- PCSIC
- YTG Computer, Inc.

Orange/Santa Ana/Tustin
- ACI Computers
- ACP-Advanced Computer Products, Inc.
- American Computer Hardware Corporation
- Ashtek Computer Corp.
- Computer Max
- Dollar Computer Corp.
- Electricity
- EZ Computer
- Microsoft
- New Horizons
- NexCom
- Orange Computer Systems
- PC Club
- PC Market
- Sunny Group
- Super Show Productions
- T-WOW (The World On Web)

Riverside County
- Advanced Computer & Technology
- Human Computer
- Linkline Internet Access, Inc.
- PC Club
- Software Education of America, Inc.
- Sunny Group

San Diego County
- American Digital Network
- CariNet
- Cyrix
- Electricity
- Infomatic
- Jenlish International Inc.
- Micro City
- PC Club
- Sceptre
- Simply Internet
- So. Cal. Internet

Ventura County
- Vortex Productivity Centers

Northern California
- 1-888 CD Movies+ MPEG
- APPRO International Inc., San Jose
- Computer Fair
- CyberVision, San Jose
- Cyrix, San Jose
- Decaview, Hayward
- D-Media Company
- Future Computing Solutions
- IDT Winchip C6
- Input Automation
- Internex
- LANOP
- Microsoft, San Jose
- Mini Micro Supply, Santa Clara
- NCA
- RT Computers, San Jose
- Sceptre, San Jose
- Siliconrax, Sunnyvale
- Soft Expo '96
- Supercom, Milpitas
- ViaNet
- WestCon

Out Of State
- 9 Net Avenue, East Rutherford, NJ
- Microsoft, Redmond, WA
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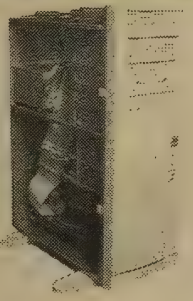

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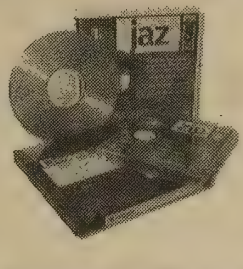

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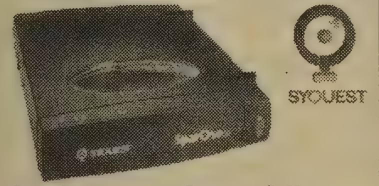

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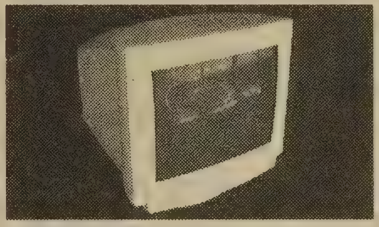

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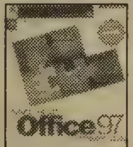

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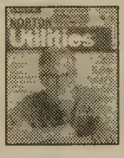

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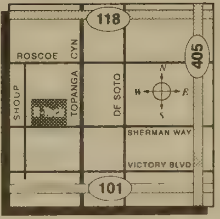

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User Groups

OCNET—Orange County NetWare Users Group. Meetings: 2nd Tues. 6:30 pm, Novell, 18101 Von Karmon, 5th floor, Irvine. Specializes in Novell NetWare solutions. Contact: (714)250-4677 ext. 14 or *www.stcweb.com/ ocnet/.* [Exp. #182]

Orange County Linux Users Group (OCLUG). See Web site for location. Meetings are early in the month at a place, time and location given on our Web site. Supports Linux users in solving their hardware/software/networking problems. Contact: *Richard_Earhart @compuserve.com* , or *www. oclug.org* . [Exp. #183]

Orange County Network Gaming Group. Play multiplayer games on a LAN. Date/time/location to be announced. Contact: Neil, (714)840-9011, *outlaw @link line.com* . [Exp. #181]

Windows

Power Graphics User Network (PGUN). Meetings: last Tues., 7:30 pm, Glendale. Windows-based graphics and publishing applications (CorelDRAW, Ventura Publisher, Picture Publisher, Kai's PowerTools) and techniques for image editing, Web Design, 3D, multimedia, etc. Contact: Randy Tobin, (818)955-5830, or *www.theta data.com* . [Exp. #181]

VANTUG—Valley Area NT Users Group. Meetings: 2nd Tues., 6:30 pm, MicroAge, 8120 Balboa Blvd., Van Nuys. Beginner to advanced, presentations, Q&A, SIGs, excellent topics. Contact: Jim Webster (818)710-1800, *jweb@fishnet.net* , or *www. vantug.org* . [Exp. #179]

WINNERS—WINdows usERS. Meetings: 2nd Sat., 9:00 am, Orange Coast College, Science Bldg., Room #149, 2701 Fairview Rd., Costa Mesa. All Windows covered, industry speakers, tips and tricks. Software library, newsletter, Internet SIG. Everyone welcome. Contact: (714)644-5782, or *http://members.aol.com/ ocwinners* . [Exp. #183]

Associations

California Southland Association of Information Technology Professionals. Meetings: 3rd Wed., 6:30 pm, Gateway Plaza Holiday Inn, 14299 Valley View, La Mirada (I-5 at Valley View exit). A professional association providing new technology, management topics, networking, and education to the Orange County/L.A. area. Contact: Cathy Grammer-Margolin, (714)647-1617 or 645-5950, *http://members.aol.com/cal soudpma* . [Exp. #179]

Independent Computer Consultants Association (ICCA). Meetings: 2nd Thurs., 6:00 pm, Sportsman's Lodge, 12825 Ventura Blvd., Studio City. An organization promoting professionalism, expertise, and ethics in the provision of computer services and awareness of the availability of such services by independent professionals. (213)872-1811. [Exp. #179]

Internet Developers Association. Meetings: Last Tues., 7:00 pm, 21st Fl., 1999 Ave. of the Stars, Century City. Hook up with fellow Web developers and service providers. Free presentations at each meeting. Contact: Corinna Moebius, (310)397-8854. [Exp. #179]

Webmasters' Guild. Meetings: The country's first professional association of Webmasters is establishing an OC chapter. Contact: Sussette Blasa, *stblasa@ earthlink.net* . [Exp. #179]

continued from page 122

This includes making sure you have adequate "proof-of-concept" that your business can grow as you scale upward. It also includes raising more than enough money to scale your organization according to your plan. (If you think you'll need $1.5 million, you'll need *at least* $3.3 million... trust me.)

And when you get venture capital, *don't* overspend. No, you don't need all new furniture. No, you don't need to bring 20 people to a tradeshow. No, you don't need to fly business class. Try scheduling all of your out-of-town meetings on early Monday mornings and take late Saturday "red eye" flights to your destination. It's a lot cheaper to stay a Sunday night in a Red Roof Inn than it is to pay non-Saturday stay-over fares. Book your ticket home for late Monday night and you'll only have one hotel night. Doing it this way not only saves you big bucks, but you'll be more rested for your Monday meeting *and* get to catch up on some work on Sunday. (By the way, the Red Roof Inns actually have computer desks, just perfect for spreading out and digging in.)

> Don't spam. For those of you who are privacy hounds, the reasons are obvious. For those of you who think the privacy issues are silly, think of spam as a giant time sinkhole that will swallow you up.

Here's a simple test to see if you are overspending: Take your monthly expenses and divide them by the number of employees you have. If they are around $10K per employee per month, don't panic, but consider losing a few of those unwanted pounds around your waist. If you begin to approach $15K, start to panic. And if you're at 20K, you should already be in full blown hysteria...that is, if you want to control your own destiny for very long (as opposed to the VCs controlling it).

The Only "Don't" Advice You'll Ever Really Need

Don't *ever* forget that doing business on the "faceless" Internet is all about exemplary customer service. The customer is, as they say, always right. When they send a note to you, they want an answer *now*, just like you would want. And they don't want to be taken for a ride just because they're hearty enough to be a renegade or early adopter.

Like several of the other suggestions, this one is common sense, too. Unfortunately, the highway is littered with the roadkill of companies who thought they were treating their customers "just fine." If you don't think your customers—*all* of your customers, big and small—are your most precious corporate asset, don't even bother getting on the freeway.

Do Do This

I can't resist it: Tune in next month for a startup "To Do" list. ◆

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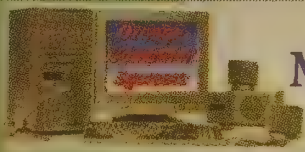

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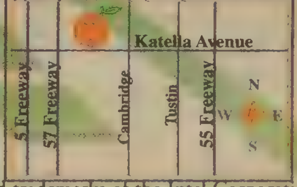

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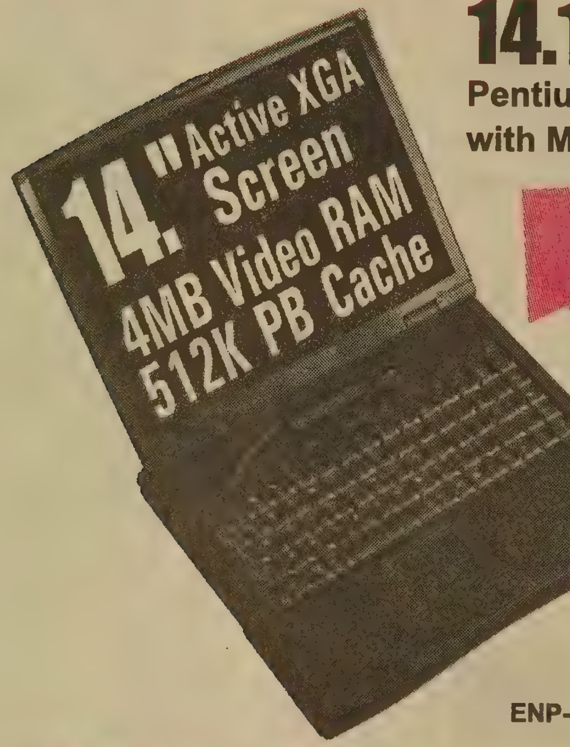
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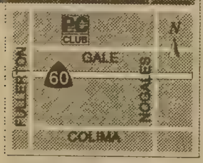
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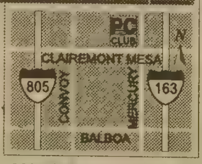
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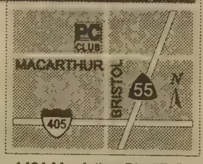
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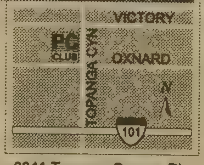
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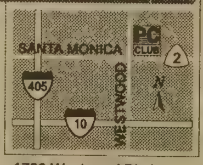
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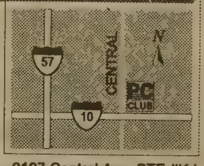
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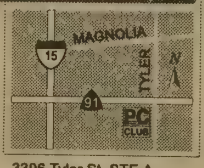
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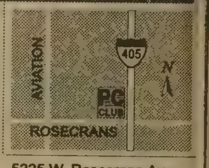
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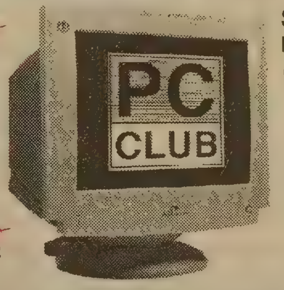

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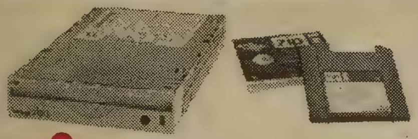

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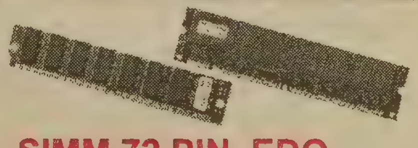

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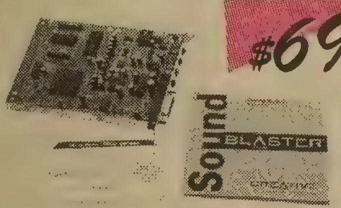

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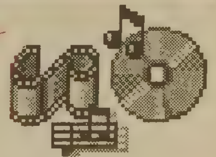

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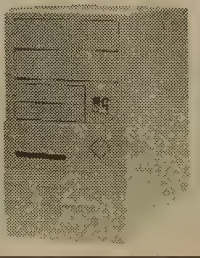

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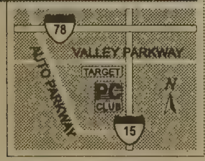
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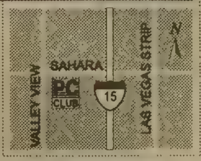
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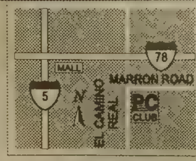
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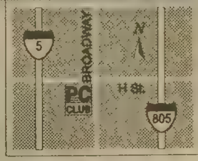
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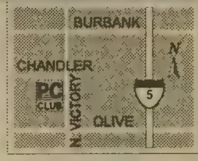
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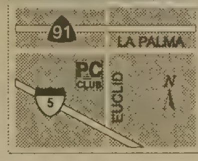
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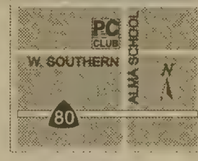
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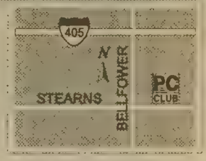
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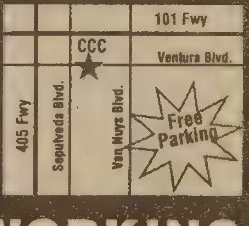

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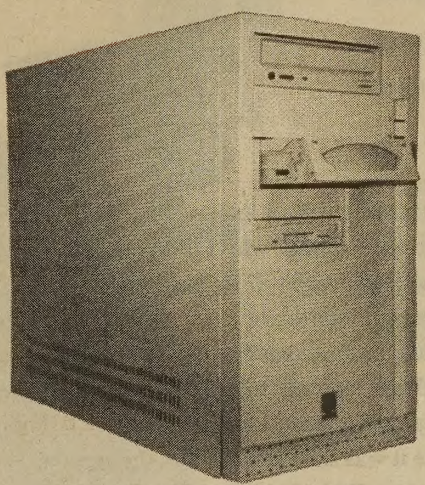

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	266 MHz	$1550
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PS 2 Mouse / PS2 Win95 Key Board
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32 x CD ROM (Toshiba or Sony)
YAMAHA Sound OPL 4 w/ AWE
200 W Speakers
55,600 FAX Modem/ Voice (TI Chipset)
Logitech 3 button PS 2 Mouse
PS 2 Key Board
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Intel PII MMX 233 MH		$1150
	MMX 266 MHz	$1250
	MMX 300 MHz	$1350
	MMX 333 MHz	$1470

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The Bloated Code Diaries

Or, Another Unfinished Stage Production

By John C. Dvorak

The following is an excerpt of Dvorak's unfinished and unpublished new stage play, "The Bloated Code Diaries," which exposes the inner workings of the world's largest software factory, Macrosoft.

It's fiction and the names are slightly changed to protect the innocent from ridicule from within their organizations. You'll never figure out the real names, so don't try.

SCENE III — The Blowup!

(Macrosoft CEO Gil Bates storms into office with papers in hand. A group of executives sits at a large conference table. These aren't Macrosoft executives, but executives from all the big software companies, including Cymantec's CEO Weeb Eubanks, Boracle CEO Barry Ellison, Jake McNealy of Bun Microcomputers, Mitzy Polese of Samba Software, and Boog Gerstner of BMI)

Gil: Dammit, have you people seen this report?!

Weeb: Yeah, we saw it. We all saw it. What's the big deal?

> **Gil Bates:** "The problem with Java, dorkface, is that it runs slow, but the code is too small. You need both pieces of the puzzle. That's why we wanted to do our own Java. You know how to make programs run slow, and we know how to bloat code. It was a perfect idea. Until you sued us!"

Mitzy: I didn't see it. Is that because I'm a woman? Is that why I didn't see it? I'll bet that's the reason, isn't it? Because I'm a woman. Right?

Barry: You have a copy in front of you. You pulled it from your briefcase an hour ago.

Mitzy: Nobody told me it was the same report. Was it because I am a woman that nobody told me it was the same? Is that the reason?

Barry: Yeah, that's the reason, ok? Make you feel better?

Mitzy: Yes, thanks. Whew!

Jake: What report are we talking about?

Gil: The one that says the software industry isn't keeping up with the hardware industry. Bigger hard disks and faster processors have gone far beyond our ability to make code slow enough to require new machines. Now the industry is blaming us for the slowdown!

Mitzy: What slowdown? Nobody told me anything about a slowdown...

Boog: We've done our part. Bogus Notes is as slow as we can make it and it clogs up the net too! Don't blame us. And we have tried as hard as we can to make machines that cost too much and use slower chips. The problem is the public wants faster and faster machines. Can't you make the OS slower, Gil?

Gil: We have tried to bloat this thing as much as possible, but we can't keep up. We've added new features that are useless, but it doesn't help.

Jake: I can't believe you can't make Windows 98 bigger. How about making it crash more? That puts a drain on things.

Gil: People don't equate a lot of crashes with the need for more power. It turns out they blame us, not the computer, when it happens a lot. I'm tired of getting hit with pies.

Jake: The word is that you wanted to get hit with a pie because you're too cheap to buy a pie.

Gil: My cleaning bill cost more than a pie, dorkface!

Jake: Hey. I oughta sock you for saying that.

Gil: You and who else?

Boog: Gentlemen. Back to the question at hand. What can we do to help out the hardware guys. As someone who works both sides of this fence...along with Jake here...we've come up with some new ideas. Our idea is to develop a new language.

Jake: Yes, as you know we initially developed Java so people could quickly develop really slow apps, but they could develop them quickly. This is after we saw the failure of C++ to bloat the code enough. But someone in this room doesn't like Java

Gil: The problem with Java, dorkface, is that it runs slow, but the code is too small. You need both pieces of the puzzle. That's why we wanted to do our own Java. You know how to make programs run slow, and we know how to bloat code. It was a perfect idea. Until you sued us!

Jake: The way you were going about it was all wrong. You would have ruined both pieces of the puzzle, dingbat! Our idea is for Java ++ taking the worst aspects of C++ and Java. Slow code and bloat combined into one.

Gil: Well, it will have to compete with a couple of our projects. First we're doing C++/plus followed by a name change to C-plus, then we move to C-plus Turbo, then C-plus Turbo GOLD, then Visual C-plus Turbo Gold, then Visual C-plus Turbo Gold Enhanced. That last product is scheduled to ship in late 1999 and will bloat all source code by a factor of 50! A megabyte program will become 50 megabytes.

Jake: But will it run slow?

Gil: Hopefully.

Weeb: As long as we all agree that this is what's needed.

Boog: Hear, hear!

Gil: Excellent, now if I can get all you gentlemen—and lady—to sign this agreement, we can all get started.

[All sign]

Gil: And finally, let us toast with some delicious grape KOOL-AID!

[Curtain falls] ◆

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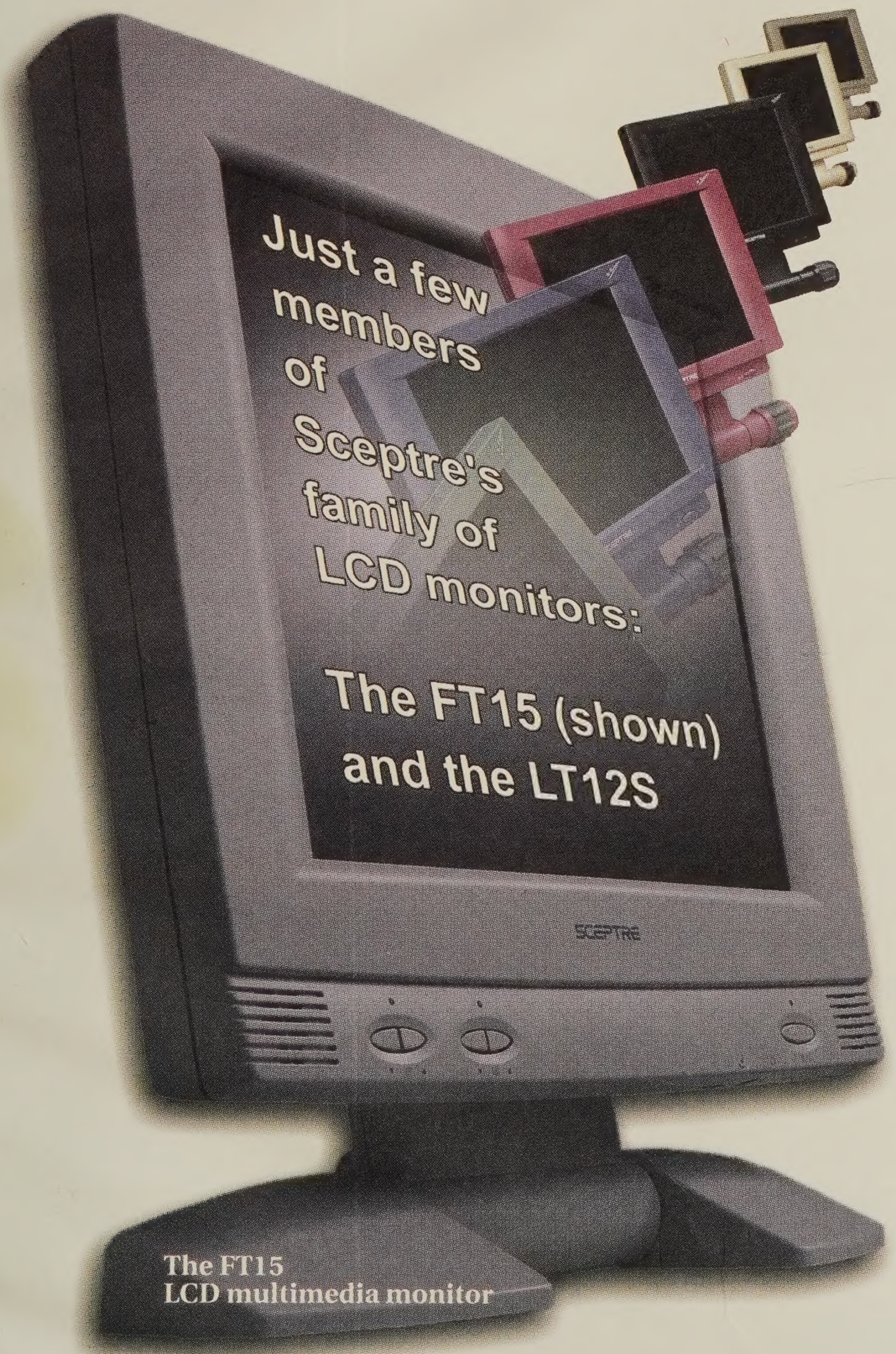
Been There, Done That!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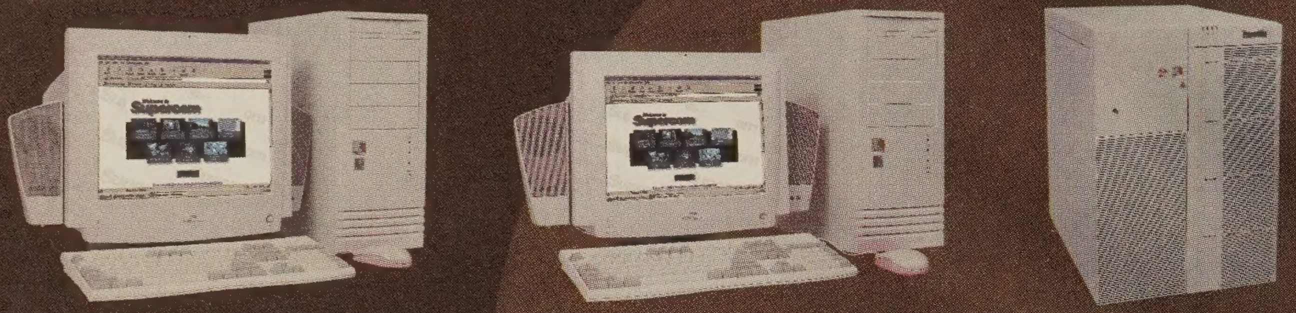

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